



CAPE WINELANDS DISTRICT
MUNICIPALITY • MUNISIPALITEIT • UMASIPALA

ACKNOWLEDGMENT RECEIPT OF TENDER AND QUOTATION

- Q 2021/041: SUPPLY AND DELIVERY OF WARM MEALS FOR DISASTER MANAGEMENT INCIDENTS FOR THE PERIOD ENDING 30 JUNE 2022
- Q 2021/059: SUPPLY AND DELIVERY OF FIRE RETARDANT / WETTING AGENT FOR THE PERIOD ENDING 30 JUNE 2022
- T 2021/043: GROUND CREWS FOR FIRE FIGHTING AND FIRE RELATED FUNCTIONS FOR THE PERIOD ENDING 30 SEPTEMBER 2022
- T 2020/049: EDUCATIONAL SESSIONS ON FARMS AND AT RURAL SCHOOLS FOR THE PERIOD ENDING 30 JUNE 2023
- T 2020/046: CULINARY TRAINING, CUSTOMER CARE TRAINING, EVENTS MANAGEMENT TRAINING, "INTRODUCTION TO WINE" COURSE, FIRST AID LEVEL 1 & 2, EXHIBITION TRAINING AND CULTURAL SITE GUIDE TRAINING COURSES FOR A 12-MONTH PERIOD X 2

I Lorna van Niekerk hereby acknowledge receipt of the following original tender and quotation documents:

Received by [Signature] Date 22/11/2021



TENDER NUMBER: T 2020/046

TRAINING PROGRAMMES FOR A 12-MONTH PERIOD

- CULINARY TRAINING
- CUSTOMER CARE TRAINING
- EVENTS MANAGEMENT TRAINING
- "INTRODUCTION TO WINE" COURSE
- FIRST AID LEVEL 1 & 2
- EXHIBITION TRAINING
- CULTURAL SITE GUIDE TRAINING COURSE

COMPANY NAME:

G AND D GUESTHOUSE CC

POSTAL ADDRESS:

3 DALE WAY

MABILLE PARK, KUILSRIVER

7590

ANY ENQUIRIES REGARDING THE BIDDING PROCEDURE MAY BE DIRECTED TO:

Financial and Strategic Support Services

Supply Chain Management

Tel: 086 126 5263

Fax: 086 688 4173

T 2020/046
TRAINING PROGRAMMES FOR A 12-MONTH PERIOD

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A. TENDER NOTICE

Tenders are hereby invited from accredited service providers for the following training for a 12-month period.

- Culinary Training
- Customer Care Training
- Events Management Training
- Introduction to Wine Course
- First Aid Level 1 & 2
- Exhibition Training
- Cultural Site Guide Training Course

Technical enquiries regarding this bid may be directed to Elizabeth Nichols at tel. 0861 265 263

Closing date: 11:00 on Friday, 22 January 2021

Tender documents, in English, are available free of charge on the websites: www.capewinelands.gov.za or <https://etenders.treasury.gov.za>. Alternatively, hard copies of the document are obtainable from the offices of the Supply Chain Management Unit, Cape Winelands District Municipality at 29 Du Toit Street, Stellenbosch, upon payment of a non-refundable fee of R 220.00 per document.

All prospective bidders must ensure that they are registered and accredited on the CWDM's Supplier Database and the Central Supplier Database, prior to the closing date of the tender.

Duly completed tenders must be enclosed in a (separate) sealed envelope and endorsed with the relevant tender number and description on the envelope/s. The sealed tenders must be placed in the official tender box of the District Municipality's offices at 29 Du Toit Street, Stellenbosch on the abovementioned time and dates.

Tenders will be opened in public as soon as possible after this closing time.

**HF PRINS
MUNICIPAL MANAGER**

B. GENERAL CONDITIONS AND INFORMATION

Inviting of tenders by the Cape Winelands District Municipality (CWDM), all relevant bid documentation, submitting of tenders by prospective bidders, evaluation / awarding of tenders and all subsequent contractual responsibilities regarding supply and delivery of goods and/or services, will be managed in terms of and MUST comply with:-

- Chapter 11 of the Municipal Finance Management Act, 2003 (Act no.56 of 2003);
- Municipal Supply Chain Management Policy of the CWDM;
- Supply Chain Management: A guide for Accounting Officers of Municipalities (Guide for AO's);
- Any relevant Regulations / Circulars issued by the National Treasury, from time to time, and
- Any Special Conditions detailed in this Contract (SCC) – *referring to, but not limited to: paragraphs B.1. - 17. and C to P.*

Where the GCC and SCC are in conflict with one another, the stipulations of the SCC will prevail (chapter 4.5.2.9 – Guide for AO's)

1. Acceptance or Rejection of a Tender

The Municipality reserves the right to withdraw any invitation to tender and/or to re-advertise or to reject any tender or to accept any tender in whole or part.

The Municipality does not bind itself to accepting the lowest tender or the tender scoring the highest points.

The Municipality reserves the right to accept more than one tender (in the event of a number of items being offered).

2. Validity Period

The fact and action of handing in a tender to the Municipality is accepted as a contract between the Municipality and the bidder whereby such a tender remains valid and available for a period of ninety (90) days, calculated from the closing date as advertised for the tender, for acceptance, or non-acceptance by the Municipality. The bidder undertakes not to withdraw, or alter, the tender during this period.

3. Registration on Accredited Supplier Database

It is expected of all prospective service providers who are not yet registered on the Municipality's Accredited Supplier Database to register without delay on the prescribed form.

It will be expected from Suppliers to update registration details every 12 months from date of registration. Payment will not be effected if supplier information is outdated.

The Municipality reserves the right not to award tenders to prospective suppliers who are not registered on the Database.

4. Completion of Tender Documents

The official tender form must be completed in BLACK ink and any corrections to the official tender form must also be made in BLACK ink and signed by the bidder.

Any tender documents received with correction fluid (Tippex) corrections shall be disqualified.

The complete original tender document must be returned. Missing pages will result in the disqualification of the tender.

Any ambiguity has to be cleared with contact person for the tender before the tender closure.

5. Authorised Signatory

A copy of the recorded Resolution taken by the Board of Directors, members, partners or trustees authorising the representative to submit this bid on the bidder's behalf must be attached to the Bid Document on submission of same.

A bid shall be eligible for consideration only if it bears the signature of the bidder or of some person duly and lawfully authorised to sign it for and on behalf of the bidder.

If such a copy of the Resolution does not accompany the bid document of the successful bidder, the Municipality reserves the right to obtain such document after the closing date to verify that the signatory is in order. If no such document can be obtained within a period as specified by the Municipality, the bid will be disqualified.

6. Site / Information Meetings

Site or information meetings, if specified, are compulsory. Bids will not be accepted from bidders who have not attended compulsory site or information meetings. Bidders that arrive 15 minutes or more after the advertised time the meeting starts will not be allowed to attend the meeting or to sign the attendance register. If a bidder is delayed, he must inform the contact person before the meeting commence and will only be allowed to attend the meeting if the chairperson of the meeting as well as all the other bidders attending the meeting, give permission to do so.

All partners or the leading partner of a Joint Venture must attend the compulsory site or information meeting.

7. Quantities of Specific Items

If tenders are called for a specific number of items, the Municipality reserves the right to change the number of such items to be higher or lower. The successful bidder will then be given an opportunity to evaluate the new scenario and inform the Municipality if it is acceptable. If the successful bidder does not accept the new scenario, it will be offered to the second-placed bidder.

8. Expenses Incurred in Preparation of Tender

The Municipality shall not be liable for any expenses incurred in the preparation and submission of the tender.

9. Contact with Municipality after Tender Closure Date

Bidders shall not contact the Municipality on any matter relating to their bid from the time of the opening of the bid to the time the contract is awarded. If a bidder wishes to bring additional information to the notice of the Municipality, it should do so in writing to the Municipality. Any effort by the firm to influence the Municipality in the bid evaluation, bid comparison or contract award decisions may result in the rejection of the bid.



10. Opening, Recording and Publications of Tenders Received

Tenders will be opened on the closing date immediately after the closing time specified in the tender documents. The names of the bidders, and if practical, the total amount of each bid and of any alternative bids will be read out aloud.

Telexed, faxed or e-mailed tenders will not be accepted.

The tender forms should be carefully completed and no errors will be condoned after tenders have been opened.

The Bidder will be liable to take out **forward cover** to barricade him/her against fluctuation of the exchange rate in the event of importing any component, related to the quotation, from a country dealing in currency other than that of South Africa.

11. Evaluation of Tenders

Tenders will be evaluated in terms of their responsiveness to the tender specifications and requirements as well as such additional criteria as set out in this set of tender documents.

12. Subcontracting

The Contractor shall not subcontract the whole of the contract.

Except where otherwise provided by the Contract, the Contractor shall not subcontract any part of the Contract without the prior written consent of the Municipality, which consent shall not be unreasonably withheld.

Any consent granted or appointment of a subcontractor shall not imply a contract between the Municipality and the subcontractor, or a responsibility or liability on the part of the Municipality to the subcontractor and shall not relieve the Contractor from any liability or obligation under the Contract and he shall be liable for the acts, defaults and neglects of any subcontractor, his agents or employees as fully as if they were the acts, defaults or neglects of the Contractor, his agents or employees.

13. Extension of Contract

The contract with the successful bidder may be extended should additional funds become available.

14. Past Practices

The bid of any bidder may be rejected if that bidder or any of its directors have abused the municipality's supply chain management system or committed any improper conduct in relation to such system.

The bid of any bidder may be rejected if it is or has been found that that bidder or any of its directors influenced or tried to influence any official or councilor with this or any past tender.

The bid of any bidder may be rejected if it is or has been found that that bidder or any of its directors offered, promised or granted any official or any of his/her close family members, partners or associates any reward, gift, favors, hospitality or any other benefit in any improper way, with this or any past tender.

15. Persons in the service of the state

Any person, having a kinship with persons in the service of the state, including a blood relationship, may make an offer in terms of this invitation to bid. In view of possible allegations of favouritism, should the resulting bid, or part thereof, be awarded to persons connected with or related to persons in service of the state, it is required that the bidder or their authorised representative declare their position in relation to the evaluating/adjudicating authority and/or take an oath declaring his/her interest.

16. Broad-based black economic empowerment (B-BBEE) status level certificates

Bidders are required to submit original and valid B-BBEE Status Level Verification Certificates or certified copies of the original, not a photo-copy of another certified copy thereof together with their bids, to substantiate their B-BBEE rating claims.

Bidders who do not submit B-BBEE Status Level Verification Certificates or who are non-compliant contributors to B-BBEE do not qualify for preference points for B-BBEE but should not be disqualified from the bidding process. They will score points out of 90 or 80 for price only and zero (0) points out of 10 or 20 for B-BBEE.

A trust, consortium or joint venture must submit a consolidated B-BBEE Status Level Verification Certificate for every separate bid.

Public entities and tertiary institutions must also submit B-BBEE Status Level Verification Certificates together with their bids.

If an institution is already in possession of a valid and original or certified copy of a bidder's B-BBEE Status Level Verification Certificate that was obtained for the purpose of establishing the database of possible suppliers for price quotations or that was submitted together with another bid, it is not necessary to obtain a new B-BBEE Status Level Verification Certificate each time a bid is submitted from the specific bidder.

Such a certificate may be used to substantiate B-BBEE rating claims provided that the closing date of the bid falls within the expiry date of the certificate that is in the institution's possession.

Each time this provision is applied, cross-reference must be made to the B-BBEE Status Level Verification Certificate already in possession for audit purposes.

AOs / AAs must ensure that the B-BBEE Status Level Verification Certificates submitted are issued by the following agencies:

Bidders other than EMEs

- Verification agencies accredited by SANAS; or
- Registered auditors approved by IRBA (until the expiration of the period prescribed by the DTI)

Bidders who qualify as EMEs

- Sworn affidavit signed by the EME representative and attested by a Commissioner of oaths.

VALIDITY OF B-BBEE STATUS LEVEL VERIFICATION CERTIFICATES

Verification agencies accredited by SANAS

These certificates are identifiable by a SANAS logo and a unique BVA number.

Confirmation of the validity of a B-BBEE Status Level Verification Certificate can be done by tracing the name of the issuing Verification Agency to the list of all SANAS accredited agencies. The list is accessible on http://www.sanas.co.za/directory/bbee_default.php.

The relevant BVA may be contacted to confirm whether such a certificate was issued.

As a minimum requirement, all valid B-BBEE Status Level Verification Certificates should have the following information detailed on the face of the certificate:

- The name and physical location of the measured entity;
- The registration number and, where applicable, the VAT number of the measured entity;
- The date of issue and date of expiry;
- The certificate number for identification and reference;
- The scorecard that was used (for example QSE, Specialized or Generic);
- The name and / or logo of the Verification Agency;
- The SANAS logo;
- The certificate must be signed by the authorized person from the Verification Agency; and
- The B-BBEE Status Level of Contribution obtained by the measured entity.

Registered auditors approved by IRBA

The format and content of B-BBEE Status Level Verification Certificates issued by registered auditors approved by IRBA must -

- Clearly identify the B-BBEE approved registered auditor by the auditor's individual registration number with IRBA and the auditor's logo;
- Clearly record an approved B-BBEE Verification Certificate identification reference in the format required by the SASAE;
- Reflect relevant information regarding the identity and location of the measured entity;
- Identify the Codes of Good Practice or relevant Sector Codes applied in the determination of the scores;
- Record the weighting points (scores) attained by the measured entity for each scorecard element, where applicable, and the measured entity's overall B-BBEE Status Level of Contribution; and
- Reflect that the B-BBEE Verification Certificate and accompanying assurance report issued to the measured entity is valid for 12 months from the date of issuance and reflect both the issuance and expiry date.

Confirmation of the validity of a B-BBEE Status Level Verification Certificate can be done by tracing the name of the issuing B-BBEE approved registered auditor to the list of all approved registered auditors. The list is accessible on <http://www.thedti.gov.za> and / <http://www.irba.co.za>.

The relevant approved registered auditor may be contacted to confirm whether such a certificate was issued.

Accounting officers as contemplated in section 60(4) of the CCA;

These certificates will be issued on the accounting officer's letterhead with the accounting officer's practice number and contact number clearly specified on the face of the certificates.

The content of B-BBEE Status Level Verification Certificates issued by accounting officers as contemplated in the CCA is detailed in paragraph 4.8.5 below.

VERIFICATION OF B-BBEE LEVELS IN RESPECT OF EMEs

In terms of the Generic Codes of Good Practice, an enterprise including a sole propriety with annual total revenue of R10 million or less qualifies as an EME.

In instances where Sector Charters are developed to address the transformation challenges of specific sectors or industries, the threshold for qualification as an EME may be different from the generic threshold of R10 million. The relevant Sector Charter thresholds will therefore be used as a basis for a potential bidder to qualify as an EME.

- For example the approved thresholds for EMEs for the Tourism and Construction Sector Charters are R2.5 million and R1.5 million respectively.
- An EME automatically qualifies as a level 4 contributor with B-BBEE recognition level of 100% in terms of the Codes of Good Practice.
- An EME with at least 51% black ownership qualifies as Level 2 Contributor with B-BBEE level of 125% in terms of the Codes of Good Practice.
- An EME with 100% black ownership qualifies as a Level 1 contributor with B-BBEE level of 135% in terms of the Codes of Good Practice.
- An EME that is regarded as a specialized enterprise with at least 75% black beneficiaries qualifies as Level 1 contributor with B-BBEE level of 135% in terms of Codes of Good Practice.
- An EME that is regarded as a specialized enterprise with at least 51% black beneficiaries qualifies as a Level 2 contributor with B-BBEE level of 125% in terms of the Codes of Good Practice.
- An EME is required to submit a sworn affidavit confirming their annual total revenue of R 10 million or less and level of black ownership to claim points as prescribed by regulation 6 and 7 of the Preferential Procurement Regulations 2017.
- An EME that is regarded as a Specialized Enterprise, is required to submit a sworn affidavit confirming their annual turnover/ allocated budget/ gross receipt of R 10 million or less and level of percentage of black beneficiaries to claim points as prescribed by regulation 6 and 7 of the Preferential Procurement Regulations 2017.
- An EME may be measured in terms of the QSE scorecard should they wish to maximize their points and move to a higher B-BBEE recognition level. It is in this context that an EME may submit a B-BBEE verification certificate.

ELIGIBILITY AS QUALIFYING SMALL ENTERPRISES (QSE)

The Codes define a QSE as any enterprise with annual total revenue of between R10 million and R50 million.

- A QSE with at least 51% black ownership qualifies as a Level 2 contributor.
- A QSE with 100% black ownership qualifies as a Level 1 Contributor.
- A QSE that is regarded as a specialized enterprise with at least 75% black beneficiaries qualifies as a Level 1 contributor with B-BBEE level of 135% in terms of the Codes of Good Practice.
- A QSE that is regarded as a specialized enterprise with at least 51% black beneficiaries qualifies as a Level 2 contributor with B-BBEE level of 125% in terms of the Codes of Good Practice.
- A QSE is required to submit a sworn affidavit confirming their annual total revenue of between R10 million and R 50 million and level of black ownership or a B-BBEE level verification certificate to claim points as prescribed by regulation 6 and 7 of the Preferential Procurement Regulations 2017.
- A QSE that is regarded as a specialized enterprise is required to submit a sworn affidavit confirming their annual turnover/ budget/ gross receipt of R 50 million or less and level of percentage of black beneficiaries or a B-BBEE level verification certificate to claim points as prescribed by regulation 6 and 7 of the Preferential Procurement Regulations 2017



IN ORDER TO BE AWARDED PREFERENCE POINTS, ANEXURE H. QUESTIONNAIRE AND ANNEXURE K. PREFERENCE POINTS CLAIM FORM (MBD 6.1), MUST BE COMPLETED - FAILURE TO COMPLY WITH THE ABOVEMENTIONED WILL RESULT IN NO PREFERENCE POINTS BEING AWARDED

17. Application

These general conditions are applicable to all bids, contracts and orders including bids for functional and professional services, sales, hiring, letting and the granting or acquiring of rights, but excluding immovable property, unless otherwise indicated in the bidding documents.

Where applicable, special conditions of contract may be laid down and included to cover specific supplies, services or works.

Where such special conditions of contract are in conflict with these general conditions, the special conditions shall apply.

18. Standards

The goods supplied or the services rendered shall conform to the standards mentioned in the bidding documents and specifications.

19. Information and Inspection

The service provider shall not, without the District Municipality's prior written consent, disclose the agreement, or any provision thereof, or any specification, plan, drawing, pattern, sample, or information furnished by or on behalf of the District Municipality in connection therewith, to any person other than a person employed by the service provider in the performance of the agreement. Disclosure to any such employed person shall be made in confidence and shall extend only as far as may be necessary for purposes of such performance.

The service provider shall permit the District Municipality to inspect the supplier's records relating to the performance of the service provider and to have them audited by auditors appointed by the District Municipality, if so required by the District Municipality.

20. Governing Language

The governing language shall be English. All correspondence and other documents pertaining to the agreement that is exchanged by the parties shall also be written in English.

21. Payments

Payments shall be made by the District Municipality within **thirty (30)** calendar days of receiving the relevant **invoice / statement provided** by the supplier.

Payment will be made in Rand unless otherwise stipulated.

22. Prices and Evaluation of bids

Prices charged by the service provider for goods delivered and services performed under the contract shall not vary from the prices quoted by the service provider in this Tender.

The Bidder will be liable to take out forward cover to barricade him/her against fluctuation of the exchange rate in the event of importing any component, related to the tender, from a country dealing in currency other than that of South Africa.



THIS BID WILL BE EVALUATED AND ADJUDICATED ACCORDING TO THE FOLLOWING:

- Relevant specifications
- Value for money
- Capability to execute the contract
- PPPFA & associated regulations

23. Termination for default

The District Municipality, without prejudice to any other remedy for breach of contract, by written notice of default sent to the service provider, may terminate this agreement in whole or in part:

If the service provider fails to deliver any or all of the goods within the period(s) specified in the agreement;

If the service provider fails to perform any obligation(s) under the contract; or

If the service provider in the judgment of the District Municipality, has engaged in corrupt or fraudulent practices in competing for or in executing the contract

In the event the District Municipality terminates the contract in whole or in part, the District Municipality may procure, upon such terms and in such manner as it deems appropriate, goods, works or services similar to those undelivered, and the service provider shall be liable to the District Municipality for any excess costs for such similar goods, works or services. However, the service provider shall continue performance of the contract to the extent not terminated.

Where the District Municipality terminates the contract in whole or in part, the District Municipality may decide to impose a restriction penalty on the service provider by prohibiting such service provider from doing business with the public sector for a period not exceeding 10 years.

If a District Municipality intends imposing a restriction on a service provider or any person associated with the service provider, the service provider will be allowed a time period of not more than fourteen (14) days to provide reasons why the envisaged restriction should not be imposed. Should the service provider fail to respond within the stipulated fourteen (14) days the District Municipality may regard the service provider as having no objection and proceed with the restriction.

Any restriction imposed on any person by the District Municipality will, at the discretion of the District Municipality, also be applicable to any other enterprise or any partner, manager, director or other person who wholly or partly exercises or exercised or may exercise control over the enterprise of the first-mentioned person, and with which enterprise or person the first-mentioned person, is or was in the opinion of the District Municipality actively associated.

If a restriction is imposed, the District Municipality must, within five (5) working days of such imposition, furnish the National Treasury, with the following information:

- The name and address of the supplier and / or person restricted by the District Municipality;
- The date of commencement of the restriction;
- The period of restriction; and
- The reasons for the restriction

These details will be loaded in the National Treasury's central database of service provider or persons prohibited from doing business with the public sector.

If a court of law convicts a person of an offence as contemplated in sections 12 or 13 of the Prevention and Combating of Corrupt Activities Act, No. 12 of 2004, the court may also rule that such person's name be endorsed on the Register for Tender Defaulters. When a person's name has been endorsed on the Register, the person will be prohibited from doing business with the public sector for a period not less than five years and not more than 10 years. The National Treasury is empowered to determine the period of restriction and each case will be dealt with on its own merits. According to section 32 of the Act the Register must be open to the public. The Register can be perused on the National Treasury website.

24. Termination for Insolvency

The District Municipality may at any time terminate the contract by giving written notice to the service provider if the service provider becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the service provider, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the District Municipality.

25. Settlement of Disputes

If any dispute or difference of any kind whatsoever arises between the District Municipality and the service provider in connection with or arising out of the contract, the parties shall make every effort to resolve amicably such dispute or difference by mutual consultation.

If, after thirty (30) days, the parties have failed to resolve their dispute or difference by such mutual consultation, then either the District Municipality or the service provider may give notice to the other party of his intention to commence with mediation. No mediation in respect of this matter may be commenced unless such notice is given to the other party.

Should it not be possible to settle a dispute by means of mediation, it may be settled in a South African court of law.

Notwithstanding any reference to mediation and/or court proceedings herein, the parties shall continue to perform their respective obligations under the contract unless they otherwise agree; and

The District Municipality shall pay the service provider any monies due for goods delivered and/or services rendered according to the prescripts of the contract.

26. Applicable Law

The contract shall be interpreted in accordance with South African laws, unless otherwise specified.

27. Notices

Every written acceptance of a bid and any other notices shall be posted to the service provider concerned by ordinary mail to the address furnished in his bid or to the address notified later by him in writing and such posting shall be deemed to be proper service of such notice;

The time mentioned in the contract documents for performing any act after such aforesaid notice has been given, shall be reckoned from the date of posting of such notice.

28. Taxes and duties

A service provider shall be entirely responsible for all taxes, duties, license fees, etc., of the contracted goods to the District Municipality.

No contract shall be concluded with any tenderer whose tax matters are not in order.

No contract shall be concluded with any tenderer whose municipal rates and taxes and municipal services charges are in arrears.

29. Value-added tax (VAT) on invoices

Tax invoices are to comply with the requirements as contained in the Value Added Tax Act, 1991 (Act No 89 of 1991). The content of the invoice must contain information as prescribed by the Act.

It is a requirement of this contract that the amount of value-added tax (VAT) must be shown clearly on each invoice.

The amended Value Added Tax Act, 1991 (Act No 89 of 1991) requires that a Tax Invoice for supplies in excess of R3,000 should, in addition to the other required information, also disclose the VAT registration number of the recipient, with effect from 1 March 2005.

Where the value of an intended contract will exceed R 1 000 000.00 (R1 Million) it is the bidder's responsibility to be registered with the South African Revenue Services (SARS) for VAT purposes in order to be able to issue tax invoices. CWDM will deem the price above R 1 000 000.00 (R1 Million) to be VAT inclusive even if it is indicated that no VAT is charged. Please ensure that provision is made for VAT in these instances.

The VAT registration number of the District Municipality is 4700193495.

30. Tax Clearance Certificate

A valid original Tax Clearance Certificate must accompany the bid documents unless the bidder is registered on the Accredited Supplier Database of the Municipality and the Municipality has a valid original Tax Clearance Certificate for the bidder on record. The onus is on the bidder to ensure that the Municipality has an original Tax Clearance Certificate on record.

In the case of a Consortium/Joint Venture every member must submit a separate Tax Clearance Certificate with the bid documents unless the member is registered on the Accredited Supplier Database of the Municipality and the Municipality has a valid original Tax Clearance Certificate for the member on record.

If a bid is not supported by a valid original Tax Clearance Certificate, either as an attachment to the bid documents or on record in the case of suppliers registered on the Supplier Database of the Municipality, the Municipality reserves the right to obtain such document after the closing date to verify that the bidder's tax matters are in order. If no such document can be obtained within a period as specified by the Municipality, the bid will be disqualified.

31. Municipal Rates, Taxes and Charges

A certified copy of the bidder's and those of its directors municipal accounts (for the Municipality where the bidder pays his account) for the month preceding the tender closure date must accompany the tender documents. If such a certified copy does not accompany the bid document of the successful bidder, the Municipality reserves the right to obtain such documents after the closing date to verify that their municipal accounts are in order.

Any bidder which is or whose directors are in arrears with their municipal rates and taxes or municipal charges due to any Municipality or any of its entities for more than three months and have not made an arrangement for settlement of same before the bid closure date will be unsuccessful.

If a bidder rents their premises, proof must be submitted that the rental includes their municipal rates and taxes or municipal charges and that their rent is not in arrears.

32. Construction Industry Development Board (CIDB) (If applicable)

When applicable, the bidder's CIDB registration number must be included with the tender. The Municipality will verify the bidder's CIDB registration during the evaluation process.

33. Letter of Good Standing from the Commissioner of Compensation

A valid Letter of Good Standing from the Compensation Commissioner or a certified copy thereof must accompany the bid documents unless the bidder is registered on the Accredited Supplier Database of the Municipality and the Municipality has a valid Letter of Good Standing from the Compensation Commissioner or a certified copy thereof for the bidder on record. The onus is on the bidder to ensure that the Municipality has a valid Letter of Good Standing from the Compensation Commissioner or a certified copy thereof on record.

A letter of good standing for "tender purposes" from the Department of Labour will also be accepted.

If no such document/s as specified by the Municipality is submitted, the bid will be disqualified.

C. NATIONAL TREASURY - GOVERNMENT PROCUREMENT: GENERAL CONDITIONS OF CONTRACT

The purpose of this document is to:

- (a) Draw special attention to certain general conditions applicable to government bids, contracts and orders; and
- (b) To ensure that clients be familiar with regard to the rights and obligations of all parties involved in doing business with government.
- (c) The General Conditions of Contract will form part of all bid documents and may not be amended.
- (d) Special Conditions of Contract (SCC) relevant to a specific bid, should be compiled separately for every bid and will supplement the General Conditions of Contract. Whenever there is a conflict, the provisions in the SCC will prevail

1. DEFINITIONS

The following terms shall be interpreted as indicated:

- 1.1 **"Closing time"** means the date and hour specified in the bidding documents for the receipt of bids.
- 1.2 **"Contract"** means the written agreement entered into between the purchaser and the supplier, as recorded in the contract form signed by the parties, including all attachments and appendices thereto and all documents incorporated by reference therein.
- 1.3 **"Contract price"** means the price payable to the supplier under the contract for the full and proper performance of his contractual obligations.
- 1.4 **"Corrupt practice"** means the offering, giving, receiving, or soliciting of any thing of value to influence the action of a public official in the procurement process or in contract execution.
- 1.5 **"Countervailing duties"** are imposed in cases where an enterprise abroad is subsidized by its government and encouraged to market its products internationally.
- 1.6 **"Country of origin"** means the place where the goods were mined, grown or produced or from which the services are supplied. Goods are produced when, through manufacturing, processing or substantial and major assembly of components, a commercially recognized new product results that is substantially different in basic characteristics or in purpose or utility from its components.
- 1.7 **"Day"** means calendar day.
- 1.8 **"Delivery"** means delivery in compliance of the conditions of the contract or order.
- 1.9 **"Delivery ex stock"** means immediate delivery directly from stock actually on hand.
- 1.10 **"Delivery into consignees store or to his site"** means delivered and unloaded in the specified store or depot or on the specified site in compliance with the conditions of the contract or order, the supplier bearing all risks and charges involved until the goods are so delivered and a valid receipt is obtained.
- 1.11 **"Dumping"** occurs when a private enterprise abroad market its goods on own initiative in the RSA at lower prices than that of the country of origin and which have the potential to harm the local industries in the RSA.

- 1.12 **"Force majeure"** means an event beyond the control of the supplier and not involving the supplier's fault or negligence and not foreseeable. Such events may include, but is not restricted to, acts of the purchaser in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.
- 1.13 **"Fraudulent practice"** means a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of any bidder, and includes collusive practice among bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the bidder of the benefits of free and open competition.
- 1.14 **"GCC"** means the General Conditions of Contract.
- 1.15 **"Goods"** means all of the equipment, machinery, and/or other materials that the supplier is required to supply to the purchaser under the contract.
- 1.16 **"Imported content"** means that portion of the bidding price represented by the cost of components, parts or materials which have been or are still to be imported (whether by the supplier or his subcontractors) and which costs are inclusive of the costs abroad, plus freight and other direct importation costs such as landing costs, dock dues, import duty, sales duty or other similar tax or duty at the South African place of entry as well as transportation and handling charges to the factory in the Republic where the goods covered by the bid will be manufactured.
- 1.17 **"Local content"** means that portion of the bidding price, which is not included in the imported content provided that local manufacture does take place.
- 1.18 **"Manufacture"** means the production of products in a factory using labour, materials, components and machinery and includes other related value-adding activities.
- 1.19 **"Order"** means an official written order issued for the supply of goods or works or the rendering of a service.
- 1.20 **"Project site,"** where applicable, means the place indicated in bidding documents.
- 1.21 **"Purchaser"** means the organization purchasing the goods.
- 1.22 **"Republic"** means the Republic of South Africa.
- 1.23 **"SCC"** means the Special Conditions of Contract.
- 1.24 **"Services"** means those functional services ancillary to the supply of the goods, such as transportation and any other incidental services, such as installation, commissioning, provision of technical assistance, training, catering, gardening, security, maintenance and other such obligations of the supplier covered under the contract.
- 1.25 **"Supplier"** means the successful bidder who is awarded the contract to maintain and administer the required and specified service(s) to the State.
- 1.26 **"Tort"** means in breach of contract
- 1.27 **"Turnkey"** means a procurement process where one service provider assumes total responsibility for all aspects of the project and delivers the full end product / service required by the contract.
- 1.28 **"Written" or "in writing"** means hand-written in ink or any form of electronic or mechanical writing.

2. APPLICATION

- 2.1 These general conditions are applicable to all bids, contracts and orders including bids for functional and professional services (excluding professional services related to the building and construction industry), sales, hiring, letting and the granting or acquiring of rights, but excluding immovable property, unless otherwise indicated in the bidding documents.
- 2.2 Where applicable, special conditions of contract are also laid down to cover specific goods, services or works.
- 2.3 Where such special conditions of contract are in conflict with these general conditions, the special conditions shall apply.

3. GENERAL

- 3.1 Unless otherwise indicated in the bidding documents, the purchaser shall not be liable for any expense incurred in the preparation and submission of a bid. Where applicable a non-refundable fee for documents may be charged.
- 3.2 Invitations to bid are usually published in locally distributed news media and on the municipality/municipal entity website.

4. STANDARDS

- 4.1 The goods supplied shall conform to the standards mentioned in the bidding documents and specifications.

5. USE OF CONTRACT DOCUMENTS AND INFORMATION INSPECTION

- 5.1 The supplier shall not, without the purchaser's prior written consent, disclose the contract, or any provision thereof, or any specification, plan, drawing, pattern, sample, or information furnished by or on behalf of the purchaser in connection therewith, to any person other than a person employed by the supplier in the performance of the contract. Disclosure to any such employed person shall be made in confidence and shall extend only so far as may be necessary for purposes of such performance.
- 5.2 The supplier shall not, without the purchaser's prior written consent, make use of any document or information mentioned in GCC clause 5.1 except for purposes of performing the contract.
- 5.3 Any document, other than the contract itself mentioned in GCC clause 5.1 shall remain the property of the purchaser and shall be returned (all copies) to the purchaser on completion of the supplier's performance under the contract if so required by the purchaser.
- 5.4 The supplier shall permit the purchaser to inspect the supplier's records relating to the performance of the supplier and to have them audited by auditors appointed by the purchaser, if so required by the purchaser.

6. PATENT RIGHTS

- 6.1 The supplier shall indemnify the purchaser against all third-party claims of infringement of patent, trademark, or industrial design rights arising from use of the goods or any part thereof by the purchaser.
- 6.2 When a supplier developed documentation / projects for the municipality / municipal entity, the intellectual, copy and patent rights or ownership of such documents or projects will vest in the municipality / municipal entity.

7. PERFORMANCE SECURITY

- 7.1 Within thirty (30) days of receipt of the notification of contract award, the successful bidder shall furnish to the purchaser the performance security of the amount specified in SCC.
- 7.2 The proceeds of the performance security shall be payable to the purchaser as compensation for any loss resulting from the supplier's failure to complete his obligations under the contract.
- 7.3 The performance security shall be denominated in the currency of the contract or in a freely convertible currency acceptable to the purchaser and shall be in one of the following forms:
- (a) a bank guarantee or an irrevocable letter of credit issued by a reputable bank located in the purchaser's country or abroad, acceptable to the purchaser, in the form provided in the bidding documents or another form acceptable to the purchaser; or
 - (b) a cashier's or certified cheque.
- 7.4 The performance security will be discharged by the purchaser and returned to the supplier not later than thirty (30) days following the date of completion of the supplier's performance obligations under the contract, including any warranty obligations, unless otherwise specified.

8. INSPECTIONS, TESTS AND ANALYSES

- 8.1 All pre-bidding testing will be for the account of the bidder.
- 8.2 If it is a bid condition that goods to be produced or services to be rendered should at any stage be subject to inspections, tests and analyses, the bidder or contractor's premises shall be open, at all reasonable hours, for inspection by a representative of the purchaser or organization acting on behalf of the purchaser.
- 8.3 If there are no inspection requirements indicated in the bidding documents and no mention is made in the contract, but during the contract period it is decided that inspections shall be carried out, the purchaser shall itself make the necessary arrangements, including payment arrangements with the testing authority concerned.
- 8.4 If the inspections, tests and analyses referred to in clauses 8.2 and 8.3 show the goods to be in accordance with the contract requirements, the cost of the inspections, tests and analyses shall be defrayed by the purchaser.
- 8.5 Where the goods or services referred to in clauses 8.2 and 8.3 do not comply with the contract requirements, irrespective of whether such goods or services are accepted or not, the cost in connection with these inspections, tests or analyses shall be defrayed by the supplier.
- 8.6 Goods and services which are referred to in clauses 8.2 and 8.3 and which do not comply with the contract requirements may be rejected.
- 8.7 Any contract goods may on or after delivery be inspected, tested or analysed and may be rejected if found not to comply with the requirements of the contract. Such rejected goods shall be held at the cost and risk of the supplier who shall, when called upon, remove them immediately at his own cost and forthwith substitute them with goods, which do comply with the requirements of the contract. Failing such removal the rejected goods shall be returned at the suppliers cost and risk. Should the supplier fail to provide the substitute goods forthwith, the purchaser may, without giving the supplier further opportunity to substitute the rejected goods, purchase such goods as may be necessary at the expense of the supplier.

8.8 The provisions of clauses 8.4 to 8.7 shall not prejudice the right of the purchaser to cancel the contract on account of a breach of the conditions thereof, or to act in terms of Clause 22 of GCC.

9. PACKING

9.1 The supplier shall provide such packing of the goods as is required to prevent their damage or deterioration during transit to their final destination, as indicated in the contract. The packing shall be sufficient to withstand, without limitation, rough handling during transit and exposure to extreme temperatures, salt and precipitation during transit, and open storage. Packing, case size weights shall take into consideration, where appropriate, the remoteness of the goods' final destination and the absence of heavy handling facilities at all points in transit.

9.2 The packing, marking, and documentation within and outside the packages shall comply strictly with such special requirements as shall be expressly provided for in the contract, including additional requirements, if any, and in any subsequent instructions ordered by the purchaser.

10. DELIVERY AND DOCUMENTS

10.1 Delivery of the goods and arrangements for shipping and clearance obligations, shall be made by the supplier in accordance with the terms specified in the contract.

11. INSURANCE

11.1 The goods supplied under the contract shall be fully insured in a freely convertible currency against loss or damage incidental to manufacture or acquisition, transportation, storage and delivery in the manner specified.

12. TRANSPORTATION

12.1 Should a price other than an all-inclusive delivered price be required, this shall be specified.

13. INCIDENTAL SERVICES

13.1 The supplier may be required to provide any or all of the following services, including additional services, if any:

- (a) Performance or supervision of on-site assembly and/or commissioning of the supplied goods;
- (b) Furnishing of tools required for assembly and/or maintenance of the supplied goods;
- (c) Furnishing of a detailed operations and maintenance manual for each appropriate unit of the supplied goods;
- (d) performance or supervision or maintenance and/or repair of the supplied goods, for a period of time agreed by the parties, provided that this service shall not relieve the supplier of any warranty obligations under this contract; and
- (e) Training of the purchaser's personnel, at the supplier's plant and/or on-site, in assembly, start-up, operation, maintenance, and/or repair of the supplied goods.

13.2 Prices charged by the supplier for incidental services, if not included in the contract price for the goods, shall be agreed upon in advance by the parties and shall not exceed the prevailing rates charged to other parties by the supplier for similar services.

14. SPARE PARTS

- 14.1 As specified, the supplier may be required to provide any or all of the following materials, notifications, and information pertaining to spare parts manufactured or distributed by the supplier:
- (a) such spare parts as the purchaser may elect to purchase from the supplier, provided that this election shall not relieve the supplier of any warranty obligations under the contract; and;
 - (b) in the event of termination of production of the spare parts:
 - (i) Advance notification to the purchaser of the pending termination, in sufficient time to permit the purchaser to procure needed requirements; and
 - (ii) Following such termination, furnishing at no cost to the purchaser, the blueprints, drawings, and specifications of the spare parts, if requested.

15. WARRANTY

- 15.1 The supplier warrants that the goods supplied under the contract are new, unused, of the most recent or current models, and that they incorporate all recent improvements in design and materials unless provided otherwise in the contract. The supplier further warrants that all goods supplied under this contract shall have no defect, arising from design, materials, or workmanship (except when the design and/or material is required by the purchaser's specifications) or from any act or omission of the supplier, that may develop under normal use of the supplied goods in the conditions prevailing in the country of final destination.
- 15.2 This warranty shall remain valid for twelve (12) months after the goods, or any portion thereof as the case may be, have been delivered to and accepted at the final destination indicated in the contract, or for eighteen (18) months after the date of shipment from the port or place of loading in the source country, whichever period concludes earlier, unless specified otherwise.
- 15.3 The purchaser shall promptly notify the supplier in writing of any claims arising under this warranty.
- 15.4 Upon receipt of such notice, the supplier shall, within the period specified and with all reasonable speed, repair or replace the defective goods or parts thereof, without costs to the purchaser.
- 15.5 If the supplier, having been notified, fails to remedy the defect(s) within the period specified, the purchaser may proceed to take such remedial action as may be necessary, at the supplier's risk and expense and without prejudice to any other rights which the purchaser may have against the supplier under the contract.

16. PAYMENT

- 16.1 The method and conditions of payment to be made to the supplier under this contract shall be specified.
- 16.2 The supplier shall furnish the purchaser with an invoice accompanied by a copy of the delivery note and upon fulfilment of other obligations stipulated in the contract.
- 16.3 Payments shall be made promptly by the purchaser, but in no case later than thirty (30) days after submission of an invoice or claim by the supplier.
- 16.4 Payment will be made in Rand unless otherwise stipulated.

16.5 Where the value of an intended contract will exceed R1 000 000, 00 (R1 million) it is the bidder's responsibility to be registered with the South African Revenue Service (SARS) for VAT purposes in order to be able to issue tax invoices. It is a requirement of this contract that the amount of value-added tax (VAT) must be shown clearly on each invoice. The amended Value-Added Tax Act requires that a Tax Invoice for supplies in excess of R3 000 should, in addition to the other required information, also disclose the VAT registration number of the recipient, with effect from 1 March 2005.

17. PRICES

17.1 Prices charged by the supplier for goods delivered and services performed under the contract shall not vary from the prices quoted by the supplier in his bid, with the exception of any price adjustments authorized or in the purchaser's request for bid validity extension, as the case may be.

8. VARIATION ORDERS

18.1 In cases where the estimated value of the envisaged changes in purchase does not vary more than 15% of the total value of the original contract, the contractor may be instructed to deliver the goods or render the services as such. For construction related goods, services and/or infrastructure project, contracts may be expanded or varied by not more than 20%. In cases of measurable quantities, the contractor may be approached to reduce the unit price, and such offers may be accepted provided that there is no escalation in price.

19. ASSIGNMENT

19.1 The supplier shall not assign, in whole or in part, its obligations to perform under the contract, except with the purchaser's prior written consent.

20. SUBCONTRACTS

20.1 The supplier shall notify the purchaser in writing of all subcontracts awarded under this contract if not already specified in the bid. Such notification, in the original bid or later, shall not relieve the supplier from any liability or obligation under the contract.

21. DELAYS IN THE SUPPLIER'S PERFORMANCE

21.1 Delivery of the goods and performance of services shall be made by the supplier in accordance with the time schedule prescribed by the purchaser in the contract.

21.2 If at any time during performance of the contract, the supplier or its subcontractor(s) should encounter conditions impeding timely delivery of the goods and performance of services, the supplier shall promptly notify the purchaser in writing of the fact of the delay, its likely duration and its cause(s). As soon as practicable after receipt of the supplier's notice, the purchaser shall evaluate the situation and may at his discretion extend the supplier's time for performance, with or without the imposition of penalties, in which case the extension shall be ratified by the parties by amendment of contract.

21.3 The right is reserved to procure outside of the contract small quantities or to have minor essential services executed if an emergency arises, the supplier's point of supply is not situated at or near the place where the goods are required, or the supplier's services are not readily available.

21.4 Except as provided under GCC Clause 25, a delay by the supplier in the performance of its delivery obligations shall render the supplier liable to the imposition of penalties, pursuant to GCC Clause 22, unless an extension of time is agreed upon pursuant to GCC Clause 22.2 without the application of penalties.

21.5 Upon any delay beyond the delivery period in the case of a goods contract, the purchaser shall, without cancelling the contract, be entitled to purchase goods of a similar quality and up to the same quantity in substitution of the goods not supplied in conformity with the contract and to return any goods delivered later at the supplier's expense and risk, or to cancel the contract and buy such goods as may be required to complete the contract and without prejudice to his other rights, be entitled to claim damages from the supplier.

22. PENALTIES

22.1 Subject to GCC Clause 25, if the supplier fails to deliver any or all of the goods or to perform the services within the period(s) specified in the contract, the purchaser shall, without prejudice to its other remedies under the contract, deduct from the contract price, as a penalty, a sum calculated on the delivered price of the delayed goods or unperformed services using the current prime interest rate calculated for each day of the delay until actual delivery or performance. The purchaser may also consider termination of the contract pursuant to GCC Clause 23.

23. TERMINATION FOR DEFAULT

23.1 The purchaser, without prejudice to any other remedy for breach of contract, by written notice of default sent to the supplier, may terminate this contract in whole or in part:

- (a) if the supplier fails to deliver any or all of the goods within the period(s) specified in the contract, or within any extension thereof granted by the purchaser pursuant to GCC Clause 21.2;
- (b) If the supplier fails to perform any other obligation(s) under the contract; or
- (c) If the supplier, in the judgment of the purchaser, has engaged in corrupt or fraudulent practices in competing for or in executing the contract.

23.2 In the event the purchaser terminates the contract in whole or in part, the purchaser may procure, upon such terms and in such manner, as it deems appropriate, goods, works or services similar to those undelivered, and the supplier shall be liable to the purchaser for any excess costs for such similar goods, works or services. However, the supplier shall continue performance of the contract to the extent not terminated.

23.3 Where the purchaser terminates the contract in whole or in part, the purchaser may decide to impose a restriction penalty on the supplier by prohibiting such supplier from doing business with the public sector for a period not exceeding 10 years.

23.4 If a purchaser intends imposing a restriction on a supplier or any person associated with the supplier, the supplier will be allowed a time period of not more than fourteen (14) days to provide reasons why the envisaged restriction should not be imposed. Should the supplier fail to respond within the stipulated fourteen (14) days the purchaser may regard the supplier as having no objection and proceed with the restriction.

23.5 Any restriction imposed on any person by the purchaser will, at the discretion of the purchaser, also be applicable to any other enterprise or any partner, manager, director or other person who wholly or partly exercises or exercised or may exercise control over the enterprise of the first-mentioned person, and with which enterprise or person the first-mentioned person, is or was in the opinion of the purchaser actively associated.

23.6 a restriction is imposed, the purchaser must, within five (5) working days of such imposition, furnish the National Treasury, with the following information:

- (i) The name and address of the supplier and / or person restricted by the purchaser;
- (ii) The date of commencement of the restriction
- (iii) The period of restriction; and
- (iv) The reasons for the restriction

These details will be loaded in the National Treasury's central database of suppliers or persons prohibited from doing business with the public sector.

- 23.7. If a court of law convicts a person of an offence as contemplated in sections 12 or 13 of the Prevention and Combating of Corrupt Activities Act, No. 12 of 2004, the court may also rule that such person's name be endorsed on the Register for Tender Defaulters. When a person's name has been endorsed on the Register, the person will be prohibited from doing business with the public sector for a period not less than five years and not more than 10 years. The National Treasury is empowered to determine the period of restriction and each case will be dealt with on its own merits. According to section 32 of the Act the Register must be open to the public. The Register can be perused on the National Treasury website

24. ANTIDUMPING AND COUNTERVAILING DUTIES AND RIGHTS

- 24.1 When, after the date of bid, provisional payments are required, or anti-dumping or countervailing duties are imposed, or the amount of a provisional payment or anti-dumping or countervailing right is increased in respect of any dumped or subsidized import, the State is not liable for any amount so required or imposed, or for the amount of any such increase. When, after the said date, such a provisional payment is no longer required or any such anti-dumping or countervailing right is abolished, or where the amount of such provisional payment or any such right is reduced, any such favorable difference shall on demand be paid forthwith by the supplier to the purchaser or the purchaser may deduct such amounts from moneys (if any) which may otherwise be due to the supplier in regard to goods or services which he delivered or rendered, or is to deliver or render in terms of the contract or any other contract or any other amount which may be due to him.

25. FORCE MAJEURE

- 25.1 Notwithstanding the provisions of GCC Clauses 22 and 23, the supplier shall not be liable for forfeiture of its performance security, damages, or termination for default if and to the extent that his delay in performance or other failure to perform his obligations under the contract is the result of an event of force majeure.
- 25.2 If a force majeure situation arises, the supplier shall promptly notify the purchaser in writing of such condition and the cause thereof. Unless otherwise directed by the purchaser in writing, the supplier shall continue to perform its obligations under the contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the force majeure event.

26. TERMINATION FOR INSOLVENCY

- 26.1 The purchaser may at any time terminate the contract by giving written notice to the supplier if the supplier becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the supplier, provided that such termination will not prejudice or affect any right of action or remedy, which has accrued or will accrue thereafter to the purchaser.

27. SETTLEMENT OF DISPUTES

- 27.1 If any dispute or difference of any kind whatsoever arises between the purchaser and the supplier in connection with or arising out of the contract, the parties shall make every effort to resolve amicably such dispute or difference by mutual consultation.
- 27.2 If, after thirty (30) days, the parties have failed to resolve their dispute or difference by such mutual consultation, then either the purchaser or the supplier may give notice to the other party of his intention to commence with mediation. No mediation in respect of this matter may be commenced unless such notice is given to the other party.

27.3 Should it not be possible to settle a dispute by means of mediation, it may be settled in a South African court of law.

27.4 Notwithstanding any reference to mediation and/or court proceedings herein,
(a) The parties shall continue to perform their respective obligations under the contract unless they otherwise agree; and
(b) The purchaser shall pay the supplier any monies due the supplier for goods delivered and / or services rendered according to the prescripts of the contract.

28. LIMITATION OF LIABILITY

28.1 Except in cases of criminal negligence or willful misconduct, and in the case of infringement pursuant to Clause 6;
(a) the supplier shall not be liable to the purchaser, whether in contract, tort, or otherwise, for any indirect or consequential loss or damage, loss of use, loss of production, or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of the supplier to pay penalties and/or damages to the purchaser; and
(b) The aggregate liability of the supplier to the purchaser, whether under the contract, in tort or otherwise, shall not exceed the total contract price, provided that this limitation shall not apply to the cost of repairing or replacing defective equipment.

29. GOVERNING LANGUAGE

29.1 The contract shall be written in English. All correspondence and other documents pertaining to the contract that is exchanged by the parties shall also be written in English.

30. APPLICABLE LAW

30.1 The contract shall be interpreted in accordance with South African laws, unless otherwise specified.

31. NOTICES

31.1 Every written acceptance of a bid shall be posted to the supplier concerned by registered or certified mail and any other notice to him shall be posted by ordinary mail to the address furnished in his bid or to the address notified later by him in writing and such posting shall be deemed to be proper service of such notice.

31.2 The time mentioned in the contract documents for performing any act after such aforesaid notice has been given, shall be reckoned from the date of posting of such notice.

32. TAXES AND DUTIES

32.1 A foreign supplier shall be entirely responsible for all taxes, stamp duties, license fees, and other such levies imposed outside the purchaser's country.

32.2 A local supplier shall be entirely responsible for all taxes, duties, license fees, etc., incurred until delivery of the contracted goods to the purchaser.

32.3 No contract shall be concluded with any bidder whose tax matters are not in order. Prior to the award of a bid SARS must have certified that the tax matters of the preferred bidder are in order.

32.4 No contract shall be concluded with any bidder whose municipal rates and taxes and municipal services charges are in arrears.

33. TRANSFER OF CONTRACTS

- 33.1 The contractor shall not abandon, transfer, cede assign or sublet a contract or part thereof without the written permission of the purchaser

34. AMENDMENT OF CONTRACTS

- 34.1 No agreement to amend or vary a contract or order or the conditions, stipulations or provisions thereof shall be valid and of any force unless such agreement to amend or vary is entered into in writing and signed by the contracting parties. Any waiver of the requirement that the agreement to amend or vary shall be in writing, shall also be in writing.

35. PROHIBITION OF RESTRICTIVE PRACTICES

- 35.1 In terms of section 4 (1) (b) (iii) of the Competition Act No. 89 of 1998, as amended, an agreement between, or concerted practice by, firms, or a decision by an association of firms, is prohibited if it is between parties in a horizontal relationship and if a bidder(s) is / are or a contractor(s) was / were involved in collusive bidding.
- 35.2 If a bidder(s) or contractor(s) based on reasonable grounds or evidence obtained by the purchaser has / have engaged in the restrictive practice referred to above, the purchaser may refer the matter to the Competition Commission for investigation and possible imposition of administrative penalties as contemplated in section 59 of the Competition Act No 89 Of 1998.
- 35.3 If a bidder(s) or contractor(s) has / have been found guilty by the Competition Commission of the restrictive practice referred to above, the purchaser may, in addition and without prejudice to any other remedy provided for, invalidate the bid(s) for such item(s) offered, and / or terminate the contract in whole or part, and / or restrict the bidder(s) or contractor(s) from conducting business with the public sector for a period not exceeding ten (10) years and / or claim damages from the bidder(s) or contractor(s) concerned.

D. APPLICATION OF PREFERENCE POINT SYSTEM IN TERMS OF THE PREFERENTIAL PROCUREMENT REGULATIONS 2017

The applicable **80/20** preferential points system as set out in Preferential Procurement Regulations 2017 will be used to evaluate individual tenders.

Regulation R 32 of 20 January 2017 provide for a preference points system

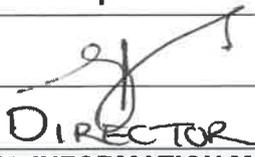
80/20 Preference point system [(for acquisition of goods or services for a Rand value equal to or above R30 000 and up to R50 million) (all applicable taxes included)]

The points are awarded as follows:

- 80 points is awarded for the **lowest price** if it complies with the Tender / Formal Written Price Quotation conditions.
- Additional points are awarded for attaining the **B-BBEE status level** of contributor in accordance with the table below:

B-BBEE Status Level of Contributor	Number of Points
1	20
2	18
3	14
4	12
5	8
6	6
7	4
8	2
Non-compliant contributor	0

E. INVITATION TO BID - MBD1

YOU ARE HEREBY INVITED TO BID FOR REQUIREMENTS OF THE (NAME OF MUNICIPALITY/ MUNICIPAL ENTITY)					
Tender number:	T 2020/046	Closing date:	22/01/2021	Closing time:	11h00
Description	TRAINING PROGRAMMES FOR A 12-MONTH PERIOD				
THE SUCCESSFUL BIDDER WILL BE REQUIRED TO FILL IN AND SIGN A WRITTEN CONTRACT FORM (MBD7).					
BID RESPONSE DOCUMENTS MAY BE DEPOSITED IN THE TENDER BOX SITUATED AT: 29 DU TOIT STREET, STELLENBOSCH					
SUPPLIER INFORMATION					
Name of bidder	G AND D GUESTHOUSE CC				
Postal address	3 DALE WAY, MABULU PARK, KUIBRIVER, 7580				
Street address	3 DALE WAY, MABULU PARK, KUIBRIVER, 7580				
Telephone number	Code	021	Number	903 0204	
Cell phone number	082 477 8908				
E-mail address	gd_guest@miweb.co.za				
VAT registration number	4120228293				
Tax compliance status	TCS PIN:	D12622C21C	OR	CSD No:	MAAA005622
B-BBEE status level verification certificate [tick applicable box]	<input checked="" type="checkbox"/> yes <input type="checkbox"/> no		B-BBEE status level sworn affidavit	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
[A B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE / SWORN AFFIDAVIT (FOR EMES & QSEs) MUST BE SUBMITTED IN ORDER TO QUALIFY FOR PREFERENCE POINTS FOR B-BBEE]					
Are you the accredited representative in South Africa for the goods / services / works offered?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No [If yes enclose proof]		Are you a foreign based supplier for the goods / services / works offered?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No [If yes, answer part b:3]	
Total number of items offered	7		Total bid price	R 663 090 00	
Signature of bidder			Date	22/12/2020	
Capacity under which this bid is signed	DIRECTOR				
TECHNICAL INFORMATION MAY BE DIRECTED TO:					
Contact person	Elizabeth Nicholls				
Telephone number	021 888 5156				
E-mail address	elizabeth@capewineland.gov.za				
BIDDING PROCEDURE ENQUIRIES MAY BE DIRECTED					
Contact person	Elmine Niemand				
Telephone number	021 888 5175				
E-mail address	elmine@capewineland.gov.za				

TERMS AND CONDITIONS FOR BIDDING – PART B

1. BID SUBMISSION:

- 1.1. Bids must be delivered by the stipulated time to the correct address. Late bids will not be accepted for consideration.
- 1.2. All bids must be submitted on the official forms provided–(not to be re-typed) or online
- 1.3. This bid is subject to the Preferential Procurement Policy Framework Act and the Preferential Procurement Regulations, 2017, the General Conditions of Contract (GCC) and, if applicable, any other special conditions of contract.

2. TAX COMPLIANCE REQUIREMENTS

- 2.1 Bidders must ensure compliance with their tax obligations.
- 2.2 Bidders are required to submit their unique personal identification number (pin) issued by SARS to enable the organ of state to view the taxpayer's profile and tax status.
- 2.3 Application for the tax compliance status (TCS) certificate or pin may also be made via e-filing. In order to use this provision, taxpayers will need to register with SARS as e-filers through the website www.sars.gov.za.
- 2.4 Foreign suppliers must complete the pre-award questionnaire in part b:3.
- 2.5 Bidders may also submit a printed TCS certificate together with the bid.
- 2.6 In bids where consortia / joint ventures / sub-contractors are involved, each party must submit a separate TCS certificate / pin / CSD number.
- 2.7 Where no TCS is available but the bidder is registered on the central supplier database (CSD), a CSD number must be provided.

3. QUESTIONNAIRE TO BIDDING FOREIGN SUPPLIERS

- 3.1. Is the entity a resident of the republic of South Africa (RSA)? Yes No
- 3.2. Does the entity have a branch in the RSA? Yes No
- 3.3. Does the entity have a permanent establishment in the RSA? Yes No
- 3.4. Does the entity have any source of income in the RSA? Yes No
- 3.5. Is the entity liable in the RSA for any form of taxation? Yes No

If the answer is "no" to all of the above, then it is not a requirement to register for a tax compliance status system pin code from the South African Revenue Service (SARS) and if not register as per 2.3 above.

**NB: failure to provide any of the above particulars may render the bid invalid.
No bids will be considered from persons in the service of the state.**

Signature(s):

Name(s): GREGOR JOHANNES

Capacity for the Tenderer: DIRECTOR

Date: 22/12/2020



F. SPECIAL CONDITIONS OF CONTRACT AND TERMS OF REFERENCE

1. Introduction

Tenders are invited for the various training needs for a 12-month period.

A. CULINARY TRAINING

This training is aimed at improving the services rendered by SMME's in the hospitality industry, such as caterers, restaurants and accommodation facilities within the District that host stakeholders, i.e. tourism delegations, private- and government.

B. CUSTOMER CARE TRAINING

Due to the increase of new tourism businesses entering the Industry, more local people are being employed in Guest Houses, Restaurants, Wine farms. In order for these people to do their work professionally they need to be properly trained in customer relations.

C. EVENTS MANAGEMENT TRAINING

This training is directed at SMMES in the hospitality industry, i.e. caterers, restaurants, home stays and B & B owners, or unemployed students with an interest in the events industry in the region.

D. INTRODUCTION TO WINE" COURSE

As a world class wine tourism destination, we need to ensure that staff working in the tourism industry is well trained and knowledgeable on the Wine Industry and the wines they are promoting.

E. FIRST AID LEVEL 1 & 2

The purpose of this learning programme is to equip learners with the necessary skills to assess the emergency situation and provide basic Life Support and Basic First Aid in order to stabilize casualties before transfer to emergency services.

F. EXHIBITION TRAINING

Exhibition training is aimed at entrepreneurs, tourism enterprises as well as marketing officials and tourism staff who are incorporating exhibitions into their marketing strategies.

G. CULTURAL SITE GUIDE TRAINING COURSE

This training is aimed at training SMME's, youth and unemployed people to become cultural site guides for their respected areas. To give prospective tourist a cultural experience within the region.

2. Evaluation and Awarding of bids

Bidders are allowed to submit a bid for each training respectively. Each training will therefore be individually evaluated and awarded.

3. Remuneration

- No upfront payments will be made.
- Payments to the Service Provider will be done after completion of each training initiative or unless a mutual arrangement is reached between Service Provider and the Municipality.

4. Evaluation of Service Provider Performance

- Service Provider should provide the municipality with a report, photos, statement of results and attendance registers after completion of each training.
- Training manuals should be sent to CWDM before training
- Training dates and venues to be communicated to CWDM before training commences
- Evaluation Questionnaires to be completed by learners and submitted to CWDM
- CWDM will also do spot visits to monitor training

A. CULINARY TRAINING				
Scope of tender	The Cape Winelands District Municipality is inviting accredited and certified THETA service providers to submit tenders for culinary training directed at SMMES in the hospitality industry, i.e. caterers, restaurants, home stays and B & B owners, or unemployed students with an interest in the Culinary Arts, in the region.			
Background	<p>Tourism is regarded by many as a vehicle for job creation. It is a process by which government and non-governmental sector partner's work together to create better conditions for economic growth, poverty reduction and employment creation. In support of this process, and to create a competitive and sustainable tourism industry, it is imperative to support tourism initiatives that are in line with National, Provincial and Regional growth targets.</p> <p>In order to develop initiatives that are aimed at stimulating economic growth at a regional level, the Cape Winelands District Municipality embarked on a process to improve the skills of entrepreneurs in the hospitality industry to provide services of the highest quality and excellence. This process involves improving the services rendered by SMME's in the hospitality industry, such as, caterers, restaurants and accommodation facilities within the District that host stakeholders, i.e. tourism delegations, private- and government.</p> <p>Through this culinary training, SMME's in the Cape Winelands District will be better equipped to capitalize on the prospect of increasing tourism activity and service excellence</p>			
Accreditation	Only fully accredited and certified THETA facilitators, assessors and moderators are eligible to tender.			
Unit standards	SAQA ID	Title	Level	Credit
	7800	Maintain health, hygiene and professional appearance	2	1
	7793	Describe layout, services and facilities of the organization	2	1
	7799	Maintain a safe working environment	2	2
	7748	Handle and store food	2	2
	7660	Prepare vegetables for hot and cold dishes	2	2
	7705	Handle and maintain knives	2	2
	11235	Maintain effective working relationships with other members of staff	3	1
	7796	Maintain a secure working environment	3	1
	7637	Maintain hygiene in food preparation, cooking & storage areas	3	2
	7754	Prepare and cook basic fish dishes	3	3
7757	Prepare and cook basic sauces and soups	3	4	

	7810	Prepare and cook starch	2	1
Unit standards	7811	Prepare and cook basic vegetable protein dishes	2	1
	7816	Clean food production areas, equipment and utensils	2	1
	7809	Prepare and cook basic fruit dishes	2	1
	7762	Prepare and cook basic rice dishes	2	2
	7802	Prepare and cook basic egg dishes	2	2
	7807	Prepare and cook basic shellfish dishes	2	2
	7805	Prepare and cook basic pasta dishes	2	2
	7759	Prepare and cook basic pulse dishes	2	2
	7806	Prepare and present food for cold presentation	3	2
	7766	Prepare and cook basic dough products	3	3
	7790	Process incoming and outgoing telephone calls	3	3
	7768	Prepare and cook basic pastry dishes	3	4
	7817	Cook-Chill foods	3	4
	7819	Cook-Freeze foods	3	4
	7772	Prepare, bake and decorate basic cakes & biscuits	3	6
7728	Prepare and cook basic meat, poultry, game or offal dishes	4	8	
7755	Prepare and cook basic cold and hot desserts	4	4	
Learner criteria	<ul style="list-style-type: none"> All learners eligible for this training should be literate and proficient in English; and must reside and operate within the Cape Winelands District. Transport to and from the training venue will be for the learners' own account. Learners should have a keen interest in the Culinary Arts and must be willing and able to attend all the classes for 40 day duration of the course. 			
Key outputs	<ul style="list-style-type: none"> Selection of adequate candidates to be trained. Selected candidates to be properly trained in providing high quality food and service to prospective clients. Successful candidates should be able to use unit standards acquired to pursue further studying should they wish to. 			
Venue	<ul style="list-style-type: none"> Training venue within Cape Winelands to save on transport costs. Venue must have a kitchen suitable for 15 students. Dates will be confirmed with the Service Provider. 			
Refreshments	<ul style="list-style-type: none"> Muffins and coffee in the morning at 08h00 Light cooked lunch with juice for the afternoon at 12h30 Crockery and cutlery also to be provided. 			
Course material	<ul style="list-style-type: none"> Inclusive of all food ingredients that are needed for the practical training 			
Uniforms	<ul style="list-style-type: none"> Provide Chef's Uniforms for Graduation ceremony 			
Certificate ceremony	<ul style="list-style-type: none"> Arrange a certificate ceremony on completion of training 			

Learners	<ul style="list-style-type: none"> • Minimum of 15 learners per training session
Course duration	<ul style="list-style-type: none"> • 40-day course
Project Cost	All the above-mentioned activities must be included in the cost per learner .

B. CUSTOMER CARE TRAINING

Scope of tender	<p>As part of the development of new tourism products and businesses in our region, we need to enhance the skills levels of people working and servicing the Tourism Industry within our region. With the increase of new tourism businesses entering the Industry, more local people are being employed in Guest Houses, Restaurants, Wine farms etc. In order for these people to do their work professionally and give the visitors a good quality and value for money experience, they need to be properly trained in customer relations.</p> <p>We therefore need to train people in this industry to give quality service to our visitors, and thereby strengthen our brand as tourism destination.</p> <p>In addition, CWDM wishes to implement Customer Care Training for physically learners as well.</p>			
Accreditation	Only fully accredited and certified CATHSETA facilitators, assessors and moderators are eligible to tender.			
Unit standards	SAQA ID	Title	Level	Credit
	260178	<u>Relate diversity to customer service</u> <ul style="list-style-type: none"> • Analyse important issues relating to diversity. • Demonstrate an awareness of the need to accommodate diversity and special needs in a service environment. • Plan for diversity and special needs in a service environment. 	4	5
	7703	<u>Provide Customer Information and Book External Services</u> <ul style="list-style-type: none"> • Demonstrated knowledge and understanding • Explain why it is important to give accurate information and how inaccurate information impacts on the company, the customer and the service provider. • Explain the importance of a good general knowledge and the ways it helps the guest. • Describe different sources of information and explain their use. • Describe different ways of contacting service providers. • Demonstrated ability to make decisions about practice and to act accordingly • Attend to customers with minimum delay and in a polite and friendly manner and explain the importance of this. • Given a range of inquiries, identify the customers' needs correctly and use appropriate sources of information to provide customers' with accurate information. (Range of sources of information: maps, timetables, directories, guides, organisations contacted by telephone) (Range of information: directions, travel information, local information, guest services, 	3	2

		<p>telephone numbers)</p> <ul style="list-style-type: none"> • Arrange booking for external services following correct procedure and explain the importance of doing this promptly. (Range of external services: transport, restaurant reservations, items to be delivered from external organisations) • Keep supplies and displays of customer information well maintained and current. • Given a range of unexpected situations decide on what action to take and give reasons for that choice. (Range of unexpected situations: special customer requests, rude/aggressive customers, tour fully booked, no booking found, cannot meet customer needs) • Carry out all work in an organised and efficient manner. • Demonstrated ability to learn from our actions and to adapt performance. Given a different type of establishment, (game lodge, bed and breakfast, and five star establishments) describe ways of providing customer information and booking services 		
	7710	<p><u>Deal with the Arrival of Customers</u></p> <ul style="list-style-type: none"> • Explain the importance of obtaining documentation correctly completed by the guest in terms of the legal requirements and impact on safety for the establishment. • Explain why a good knowledge of services and facilities is required and how this affects the promotion of the establishment. • Explain the importance of distributing guest arrival information to other departments. • Explain why it is important to greet guests in a welcoming manner, in terms of professionalism. • Explain the reasons for establishing credit details from a guest in accordance with organisational requirements. • Greet customers and interact with them in a polite and friendly manner at all times and explain the importance of doing this. • Given a range of services/ facilities, identify the guest's requirements correctly, determine the availability of the services and communicate this information clearly to the customer. (Range of services and facilities: sleeping accommodation, function, conference, exhibition rooms, leisure) • Offer and specify alternative services and invite guests to make a booking. • Make a booking using a manual or computerised system. • Complete the registration documentation correctly. • Given that a guest does not have a booking, decide on the method of payment in line with company credit procedures. • Promote the establishment's services and facilities at all appropriate times and explain the importance of doing this. 	3	2

		<ul style="list-style-type: none"> • Prepare guest's information before arrival and explain why this is important. • Retrieve customer's booking details from the booking system and check details with the customer. • Given a range of problems, decide what action to take to solve the problem and give reasons for that choice. (Range of problems: equipment/system failure, error in booking dates) • Carry out all work in an organised and efficient manner. • Given a different type of establishment (B&B, 2 star hotel, resort hotel) describe how performance would be adapted when dealing with the arrival of guests. • Given a range of guests (rude/aggressive guests, inebriated guest/guest with no booking found, but made in advance), describe how performance would be adapted when dealing with such guests. 		
	7789	<u>Provide Customer Service</u> <ul style="list-style-type: none"> • Determine the requirements of a customer; treat them in a polite and friendly manner in order to improve customer care in accordance with organisational requirements. • Deal with customer complaints in accordance with organisational requirements 	14	8
	8480	<u>Introduce South Africa to tourists</u> <ul style="list-style-type: none"> • Use basic information on South Africa and a local area to enhance a tourist's experience • Suggest and recommend alternative arrangements for clients based on changes in information • Advise clients on appropriate behavior based on knowledge of the context • Access sources of information in order to provide a service to clients 	4	7
Learner criteria	<ul style="list-style-type: none"> • All learners eligible for this training should be literate and proficient in English; and must reside and operate within the Cape Winelands District. • Transport to and from the training venue will be for the learners' own account. 			
Key outputs	<ul style="list-style-type: none"> • Selection of adequate candidates to be trained. • Selected candidates to be properly trained in providing high customer care and service to prospective clients • Successful candidates should be able to use unit standards acquired to pursue further studying should they wish to. 			
Venue	<ul style="list-style-type: none"> • Cape Winelands will provide the venue • Dates will be confirmed with the Service Provider. 			
Refreshments	Service Provider to provide meals all 5 days: Muffins and coffee in the morning at 08h00 and a cooked lunch with juice for the afternoon at 12h30. Crockery and cutlery also to be provided.			
Course material	All training material to be provided to learners			
Learners	Minimum of 15 persons per training session			

Course duration	5 days
Service Provider	Group photo of all learners to CWDM Final report to CWDM on completion of the course
Project Cost	All the above-mentioned activities must be included in the cost per learner .

C. EVENTS MANAGEMENT TRAINING			
Scope of tender	The Cape Winelands District Municipality is inviting service providers to submit tenders for events management training directed at SMMES in the hospitality industry, i.e. caterers, restaurants, home stays and B & B owners, or unemployed students with an interest in the events industry, in the region.		
Accreditation	Only fully accredited and certified CATHSETA AND THETA facilitators, assessors and moderators are eligible to tender.		
Unit standards	SAQA ID	Title	Credit
	260177	Module 1 Function in the events industry	8
	261157	Module 1 Conduct events support services within specific event genres	10
	246740	Module 2 Care for customers	3
	244335	Module 3 Conduct security at an event	5
	115409	Module 4 Assist with tasks related to marketing, market research and promotion	7
	110296	Module 4 Adhere to professional conduct and business ethics in a Public Relations and Communication environment	4
	116594	Module 5 Function in a team	4
Learner criteria	<ul style="list-style-type: none"> All learners eligible for this training should be literate and proficient in English; and must reside and operate within the Cape Winelands District. Transport to and from the training venue will be for the learners' own account. 		
Key outputs	<ul style="list-style-type: none"> Selection of adequate candidates to be trained. Selected candidates to be properly trained in providing high quality food and service to prospective clients. Successful candidates should be able to use unit standards acquired to pursue further studying should they wish to. 		
Venue	<ul style="list-style-type: none"> Cape Winelands will provide the venue Dates will be confirmed with the Service Provider. 		
Refreshments	Service Provider to provide meals all 4 days: Muffins and coffee in the morning at 08h00 and a cooked lunch with juice for the afternoon at 12h30. Crockery and cutlery also to be provided.		
Course material	<ul style="list-style-type: none"> All training material to be provided to learners 		
Learners	<ul style="list-style-type: none"> Minimum of 15 learners per training session 		

Course duration	• 4-day course
Project Cost	All the above-mentioned activities must be included in the cost per learner .

D. INTRODUCTION TO WINE	
Scope of tender	<p>The Cape Winelands, origin of some of the world's most popular wines, is a premier Western Cape visitor attraction. Wine tasting, winemaking tours, excellent cuisine and magnificent scenery collectively create an irresistible attraction for international and local travellers alike.</p> <p>In order for us to uphold our reputation as a world class wine tourism destination we need to ensure that staff working in the tourism industry is well trained and knowledgeable on the wines they are promoting. Even if it is only an introduction course on wine, wine origins, and how to identify and compare wines through taste, sight and smell.</p> <p>On completion of this course, students should be able to continue with the Certificate Wine Course should they have the passion for wanting to have a much more in-depth knowledge of Wine and acquire a Certificate qualification.</p>
Training Course	<p>The Introduction to Wine Course should comprise of two lectures complete with wine tastings as well as an exam. The lectures must be done in one full day starting at 08h30 and finishing at 16h30 with an hour lunch in between.</p> <p>All lectures should include wine tastings, course materials and four International tasting glasses.</p> <p><u>Lecture 1</u></p> <ul style="list-style-type: none"> • The five taste sensations • Cause and effect wine tasting • Grape Varieties • Storage and service • Tutored white wine tasting. <p><u>Lecture 2</u></p> <ul style="list-style-type: none"> • Viticulture • Harvesting of quality wine • Wine making practices • Tutored red wine tasting. <p><u>Exam</u></p> <ul style="list-style-type: none"> • Theory Examination (60 minutes)
Learner criteria	<ul style="list-style-type: none"> • All learners eligible for this training should be literate and proficient in English; and must reside and operate within the Cape Winelands District. • Transport to and from the training venue will be for the learners' own account.
Venue	<ul style="list-style-type: none"> • Cape Winelands will provide the venue • Dates will be confirmed with the Service Provider.
Refreshments	<ul style="list-style-type: none"> • Muffins and coffee in the morning at 08h00 • Sandwiches with juice for the afternoon at 12h30 • Crockery and cutlery also to be provided.
Course material	<ul style="list-style-type: none"> • All training material to be provided to learners
Learners	<ul style="list-style-type: none"> • Minimum of 15 learners per training session

Course duration	• 2 day course
Project Cost	All the above mentioned activities must be included in the cost per learner .

E. FIRST AID LEVEL 1 & 2 – ACCREDITED

Scope of tender	The purpose of this learning programme is to equip learners with the necessary skills to assess the emergency situation and provide basic Life Support and Basic First Aid in order to stabilize casualties before transfer to emergency services. With foreign and domestic visitors to our region it is essential that our tourism businesses' staff and owners have at least one person trained in first aid to assist visitors. It is of the utmost importance that visitors to our region feel safe in our district and that our citizens are knowledgeable on how to react in an emergency situation. Knowledge of this training could be the difference between life and death.
Accreditation	Department of Labour and Seta Accreditation to conduct First Aid Training Level 1 & 2
Unit standards	<p><u>Course Outline</u></p> <ol style="list-style-type: none"> 1. Emergency Scene Management 2. The Primary Survey 3. Management of shock 4. The Medical casualty <ul style="list-style-type: none"> • CPR for adult casualties (2010 Guidelines) • Choking for adults • Shock • Unconsciousness & Fainting • Breathing emergencies • Heart Attack • Stroke • Epilepsy 5. The Trauma casualty <ul style="list-style-type: none"> • Bleeding • Wounds • Burn wounds • Fractures • Head & Spinal injuries
Learner criteria	<ul style="list-style-type: none"> • All learners eligible for this training should be literate and proficient in English; and must reside and operate within the Cape Winelands District. • Transport to and from the training venue will be for the learners' own account.
Venue	<ul style="list-style-type: none"> • Venue to be sourced by Service Provider • Dates will be confirmed with the Service Provider.
Refreshments	<ul style="list-style-type: none"> • Service Provider to provide meals all 3 days: Muffins and coffee in the morning at 08h00 and a cooked lunch with juice for the afternoon at 12h30. Crockery and cutlery also to be provided. An example of the lunch is as follows: Day 1: Chicken, rice and veggies Day 2: Fish, Salad and bread Day 3: Chicken pie and 2 veggies
Course material	<ul style="list-style-type: none"> • Training material to be provided to learners and photos and a final report to be submitted to Cape Winelands on completion of the course.
Learners	<ul style="list-style-type: none"> • Minimum of 15 learners per training session

Course duration	• 3-day course
Project Cost	All the above-mentioned activities must be included in the cost per learner .

F. EXHIBITION TRAINING

Scope of tender	The Cape Winelands District Municipality is inviting service providers to submit a bid for exhibition training aimed at entrepreneurs, tourism enterprises as well as marketing officials and tourism staff who are considering incorporating exhibitions into their marketing strategies. The objective of the training programme is to introduce the participants to the benefits of participating in exhibitions.
Background	<p>Tourism is regarded by many as a vehicle for job creation. It is a process by which government and non-governmental sector partner's work together to create better conditions for economic growth, poverty reduction and employment creation. In support of this process, and to create a competitive and sustainable tourism industry, it is imperative to support tourism initiatives that are in line with National, Provincial and Regional growth targets.</p> <p>In order to develop initiatives that are aimed at stimulating economic growth at a regional level, the Cape Winelands District Municipality embarked on a process to improve the skills of entrepreneurs, tourism enterprises, tourism officials and managers in the Tourism Sector. Through this exhibition training programme,</p> <p>Cape Winelands aims at introducing the before mentioned target groups to the benefits of effectively marketing their businesses or destinations at exhibitions.</p>
Accreditation	Only fully accredited and certified THETA facilitators, assessors and moderators are eligible to apply for this Exhibition training, in this request for proposals.
Unit standards	<p>Module 1</p> <ul style="list-style-type: none"> • Understanding the importance of exhibitions as part of their marketing strategy; • Understanding the importance of exhibitions in the context of the Tourism Industry; • Why the enterprise should consider exhibiting and the advantages and disadvantages thereof; • Assessment of enterprise's exhibition readiness; and • How to choose the right exhibition. <p>Module 2</p> <ul style="list-style-type: none"> • Setting business objectives; • Developing an exhibition plan and budget; • Managing the Implementation of the exhibition plan and budget; and • Development of exhibition marketing strategy and material. <p>Module 3</p> <ul style="list-style-type: none"> • Installing of exhibition elements; • How to build your stand; • Performing stand duty; • Interacting with potential clients and business partners; and • Closing the deal. <p>Module 4</p> <ul style="list-style-type: none"> • Evaluation process; • Drafting evaluation report;



	<ul style="list-style-type: none"> Return on investment; Handling deliveries; and Follow up on meetings that took place during the exhibition.
Learner criteria	<ul style="list-style-type: none"> All learners eligible for this training should be literate and proficient in English; and must reside and operate within the Cape Winelands District. Transport to and from the training venue will be for the learners' own account. Learners should have a keen interest in the Tourism Marketing field and must be willing and able to attend all the classes.
Key outputs	<ul style="list-style-type: none"> Selected candidates to be properly trained according to the above-mentioned Modules; and Learners should be able to effectively market their businesses or destinations at exhibitions after this training is done.
Venue	<ul style="list-style-type: none"> CWDM will provide the venue with Audio Visual Equipment should it be required. Dates will be confirmed with the Service Provider.
Refreshments	<ul style="list-style-type: none"> Service Provider to provide meals all 4 days: Muffins and coffee in the morning at 08h00 and a cooked lunch with juice for the afternoon at 12h30. Crockery and cutlery also to be provided.
Course material	<ul style="list-style-type: none"> All training material to be provided to learners
Learners	<ul style="list-style-type: none"> Minimum of 15 learners per training session
Course duration	<ul style="list-style-type: none"> 3-day course
Project Cost	<ul style="list-style-type: none"> All the above-mentioned activities must be included in the cost per learner.

G. CULTURAL SITE GUIDE TRAINING COURSE

Scope of tender	The Cape Winelands District Municipality is inviting service providers to submit tenders for a CULTURAL SITE GUIDE TRAINING COURSE.			
Accreditation	<ul style="list-style-type: none"> Accredited CATHSETA Service providers Accredited facilitator/s must be subject matter experts 			
Unit standards	The unit standards for CULTURAL SITE GUIDE training to include the following:			
	CULTURAL SITE GUIDE L2			
	SAQA ID	UNIT STD TITLE	LEVEL	CREDITS
	8478	Create a guided experience for customers	2	20
	8438	Conduct a guided cultural experience in a limited geographical area	2	20
Learner criteria	<ul style="list-style-type: none"> All learners eligible for this training should be literate and proficient in English; and must reside and operate within the Cape Winelands District. Transport to and from the training venue will be for the learners' own account. The group will be from in the area as identified by CWDM, so venue should be in the town center, so it is easily accessible by public transport 			
Key outputs	<ul style="list-style-type: none"> Selection of adequate candidates to be trained. Selected candidates to be properly trained in providing high quality 			

	<p>service to prospective clients.</p> <ul style="list-style-type: none"> • Successful candidates should be able to use unit standards acquired to pursue further studying should they wish to.
Venue	<ul style="list-style-type: none"> • Venue must be sourced by Service Provider. • Dates will be confirmed with the Service Provider.
Refreshments	<p>Service Provider to provide the following:</p> <ul style="list-style-type: none"> • Sandwiches and coffee in the morning at 08h00 and a cooked light lunch with juice for the afternoon at 12h30. Crockery and cutlery also to be provided.
Course material	<ul style="list-style-type: none"> • All training material to be provided to learners • All entrance fees on training tours and educational
Learners	<ul style="list-style-type: none"> • Minimum of 15 learners per training session
Course duration	<ul style="list-style-type: none"> • 20-day course
Project Cost	All the above-mentioned activities must be included in the cost per learner.

G. FORM OF OFFER

OFFER

The Cape Winelands District Municipality, identified in the acceptance signature block, has solicited offers to enter into a Contract in respect of the following works:

T 2020/046: TRAINING PROGRAMMES FOR A 12-MONTH PERIOD

The bidder, identified in the offer signature block, has examined the documents listed in the tender data and addenda thereto as listed in the tender schedules, and by submitting this offer has accepted the Conditions of Tender and offers to perform all of the obligations and liabilities under the contract including compliance with all its terms and conditions according to their true intent and meaning for an amount of be determined in accordance with the conditions of contract identified in the Conditions of Contract.

By the representative of the bidder, deemed to be duly authorized, signing this part of this form of offer and acceptance, the bidder offers to perform all of the obligations and liabilities of the Service Provider under the contract including compliance with all its terms and conditions according to their true intent and meaning for an amount of be determined in accordance with the conditions of contract identified in the Conditions of Contract.

For proper evaluation purposes it is essential that this specific pricing schedule be completed in full and signed. Alternative pricing schedules will not be accepted

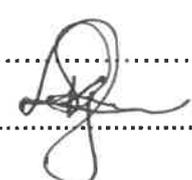
This offer may be accepted by the Cape Winelands District Municipality by signing the Acceptance part of this form of offer and acceptance and returning one copy of this document to the bidder before the end of the period of validity Stated in the Conditions of Tender, whereupon the bidder becomes the party named as the Service Provider in the Conditions of Contract.

Signature(s):

Name(s): GREGORY JOHANNES

Capacity for the Tenderer: DIRECTOR

Name of organization: G AND D GUESTHOUSE CC

Name and Signature of Witness: KALUENE  Date: 22/12/2020

PRICING SCHEDULE			Cost per learner	15% VAT	Total
A	Culinary Training		R 12 800.00	R 1 920.00	R 14 720.00
B	Customer Care Training		R 4 326.00	R 648.00	R 4 968.00
C	Events Management Training		R 4 326.00	R 648.00	R 4 968.00
D	"Introducing To Wine" Training		R 1 800.00	R 270.00	R 2 070.00
E	First Aid Level 1 & 2 Training		R 1 200.00	R 180.00	R 1 380.00
F	Exhibition Training		R 4 600.00	R 660.00	R 4 600.00
G	Cultural Site Guide Training		R 10 000.00	R 1 500.00	R 11 500.00

Cape Winelands District Municipality
TENDER
 Opened at 13h00 on
 31 JAN 2021
 Witness:

H. ACCEPTANCE

By signing this part of this form of offer and acceptance, the Employer identified below accepts the Tenderers offer. In consideration thereof, the Employer shall pay the Service Provider the amount due in accordance with the Conditions of Contract identified in the contract that is the subject of this agreement.

Deviations from and amendments to the documents listed in the tender data and any addenda thereto as listed in the tender schedules as well as any changes to the terms of the offer agreed by the tenderer and the Employer during this process of offer and acceptance, are contained in the schedule of deviations attached to, and forming part of this agreement. No amendments to or deviations from said documents are valid unless contained in this schedule, which must be signed by the authorized representative(s) of both parties.

The tenderer shall within two weeks after receiving a completed copy of this agreement, including the schedule of deviations (if any), contact the Employer's agent (whose details are given in the contract data) to arrange the delivery of any bonds, guarantees, proof of insurance and any other documentation to be provided in terms of the conditions of contract identified in the Contract Data at, or just after, the date this agreement comes into effect. Failure to fulfil any of these obligations in accordance with those terms shall constitute a repudiation of this agreement.

Notwithstanding anything contained herein, this agreement comes into effect on the date when the tenderer receives one fully completed original copy of this document, including the schedule of deviations (if any). Unless the tenderer (now Service Provider) within five days of the date of such receipt notifies the Employer in writing of any reason why he cannot accept the contents of this agreement, this agreement shall constitute a binding contract between the parties.

ACCEPTANCE (to be completed by the Cape Winelands District Municipality)	
T 2020/046: TRAINING PROGRAMMES FOR A 12-MONTH PERIOD	
 Mr. P Williams Executive Director: Community and Development	15/11/2021 Date
 Me. E Niemand Witness	15/11/2021 Date

I. QUESTIONNAIRE

List all partners / members / directors of this enterprise			
Van / Surname / Ifani	Voornaam / First name / Amagama	ID Nr./No. Inombolo	State Employee Number
JOHANNES	GREGORY	5711055140088	/
JOHANNES	DELPHINE	6004040112084	/

BROAD-BASED BLACK ECONOMIC EMPOWERMENT (Act 53 of 2003)

<p>LWI Om Voorkeerpunte te eis <u>moet</u> 'n gesertifiseerde afskrif van u Gebalanseerde Breë Basis Swart Ekonomiese Bemagtigings-telkaart voorgelê word <u>tesame</u> met die MBD 6.1 Eisvorm vir punte.</p>	<p>NBI To claim Preference points a certified copy of your Balanced Broad-Based Black Economic Empowerment Score Card <u>must</u> be submitted <u>with</u> the MBD 6.1 Claim Form.</p>	<p>QAPHELA! Ukuba ufuna ukwenza ibango lamanqaku akhethekileyo, <u>kufuneka</u> ukuba isicelo sakho sekopi eqinisekisiweyo ye Balanced Broad-Based Black Economic Empowerment Score Card <u>ihambe</u> kunye nefomu eyi MBD 6.1 Claim Form.</p>
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Vir meer inligting besoek: / For more information please visit: / Inkukach ezithe vetshe uzakuzifumana aph:
The Department of Trade and Industry: <http://bee.thedti.gov.za/>
South African National Accreditation System: <http://www.sanas.co.za/directory.php>
Independent Regulatory Board of Auditors: <http://irba.co.za/index.php>

G AND D GUESTHOUSE CC

Besigheid of persoon se naam:- / Business or person's name:- / Igama leshishini okanye lomntu

- **1.** Persentasie aandeelhouding van persone (HBI) in die besigheid wat histories benadeel is as gevolg van onregverdige diskriminasie gebaseerd op **ras**.
 Percentage of shareholding of persons (HDI) in the business historically disadvantaged because of unfair discrimination based on **race**.
 Ipersenti yesabelo sabantu kwishishini elalisakuthinteleka ekuxhamleni amalungelo athile ngenxa yobandlululo **ngokobuhlanga**.

100 %
- Persentasie aandeelhouding van persone (HBI) in die besigheid wat histories benadeel is as gevolg van onregverdige diskriminasie gebaseerd op **geslag**.
 Percentage of shareholding of persons (HDI) in the business historically disadvantaged because of unfair discrimination based on **gender**.
 Ipersenti yesabelo sabantu kwishishini elalisakuthinteleka ekuxhamleni amalungelo athile ngenxa yobandlululo **ngokwesini**.

50 %
- Persentasie aandeelhouding van persone (HBI) in die besigheid wat histories benadeel is as gevolg van onregverdige diskriminasie gebaseerd op **gestremdheid**.
 Percentage of shareholding of persons (HDI) in the business historically disadvantaged because of unfair discrimination based on **disability**.
 Ipersenti yesabelo sabantu kwishishini elalisakuthinteleka ekuxhamleni amalungelo athile ngenxa yobandlululo **ngokbulwelwe**.

0 %
- Persentasie aandeelhouding van persone geklassifiseer as **jeug**. (18 – 35 Jaar oud).
 Percentage of shareholding of persons in the business classified as **youth**. (18 – 35 Years old)
 Ipersenti labantu abanezabelo kwinkonzo zoshishino ababizwa ngokuba **lulutsha** (18 – 35 Yeminyaka)

0 %
- Is u besigheid geleë binne die jurisdiksie van die Distriksmunisipaliteit? In / Uit In/Ngaphakathi
 Is your business established within the area of jurisdiction of the District Municipality? In / Out In/Ngaphakathi
 Ingaba ishishini lakho limi kwingingqi elawulwa nguMasipala wesithili? Ngaphakathi / Ngaphandle Uit/Out/Ngaphandle
- Maak u gebruik van plaaslike arbeid (werkskepping)? Ja / Nee Ja/Yes/Ewe
 Do you make use of local labour (job creation)? Yes / No Ja/Yes/Ewe
 Uyawasebenzisa amathuba avelayo odalo lomsebenzi (ukudala umsebenzi)? Ewe / hayi Nee/No/Hayi

J. DECLARATION OF INTEREST – MBD 4 B

(On behalf of the company and its directors/ members/ trustees/ principle shareholders²)

1. No bid/database registration will be accepted from persons in the service of the state¹.
2. Any person, having a kinship with persons in the service of the state, including a blood relationship, may make an offer or offers in terms of this invitation to bid/database registration. In view of possible allegations of favouritism, should the resulting bid, or part thereof, be awarded to persons connected with or related to persons in the service of the state, it is required that the bidder or their authorised representative declare their position in relation to the evaluating/adjudicating authority.
3. In order to give effect to the above, the following questionnaire must be completed and submitted with the bid/database registration in respect of owners/shareholders² of the company.

3.1	Full Name of bidder or his or her representative	GREGORY JOHANNES
3.2	Identity Number (person submitting this declaration)	6711055140088
3.3	Position occupied in the Company (official/director/trustee/shareholder ²):	DIRECTOR
3.4	Company Registration Number	2005/111548/23
3.5	Tax Reference Number	9466719151
3.6	VAT Registration Number	412022823
3.7	The names of all directors/ members/ trustees/ principle shareholders, their individual identity numbers, personal tax reference numbers and state employee numbers must be indicated in paragraph 4 below	

3.8	Are you or any director/ member/ trustee/ principle shareholder presently in the service of the state?	Yes	<input checked="" type="radio"/> No
3.8.1	If yes, furnish particulars. (Please write in Block Letters. Add separate page if more than one.)		
SA ID Number:		Relation:	
Surname:		Persal No:	
Full Names:			
Organ of State:		Position:	

3.9	Have you or any director/ member/ trustee/ principle shareholder been in the service of the state for the past twelve months?	Yes	<input checked="" type="radio"/> No
3.9.1	If yes, furnish particulars. (Please write in Block Letters. Add separate page if more than one.)		
SA ID Number:		Relation:	
Surname:		Persal No:	
Full Names:			
Organ of State:		Position:	

3.10	Do you or any director/ member/ trustee/ principle shareholder have any relationship (family, friend, other) with persons in the service of the state and/or who may be involved with the evaluation and/or adjudication of this or any other prospective bid?	Yes	<input checked="" type="radio"/> No
------	--	-----	-------------------------------------

3.10.1	If yes, furnish particulars. (Please write in Block Letters. Add separate page if more than one.)		
SA ID Number:		Relation:	
Surname:		Persal No:	
Full Names:			
Organ of State:		Position:	

3.11	Are you aware of any relationship (family, friend, other) between you or any director/ member/ trustee/ principle shareholder and any persons in the service of the state who may be involved with the evaluation and/or adjudication of this or any other prospective bid?	Yes	<input checked="" type="radio"/> No
------	---	-----	-------------------------------------

3.11.1	If yes, furnish particulars. (Please write in Block Letters. Add separate page if more than one.)		
SA ID Number:		Relation:	
Surname:		Persal No:	
Full Names:			
Organ of State:		Position:	

3.12	Is any spouse, child or parent of the company's directors/ members/ trustees/ principle shareholders or stakeholders in the service of the state?	Yes	<input checked="" type="radio"/> No
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3.12.1	If yes, furnish particulars. (Please write in Block Letters. Add separate page if more than one.)		
SA ID Number:		Relation:	
Surname:		Persal No:	
Full Names:			
Organ of State:		Position:	

3.13	Do you or any director/ member/ trustee/ principle shareholder/ stakeholders of this company have any interest in any other related companies or business whether or not they are bidding for this contract.	Yes	<input checked="" type="radio"/> No
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3.13.1	If yes, furnish particulars.		
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3.14	Is the supplier or any director/ member/ trustee/ principle shareholder listed on the National Treasury's database as a company or person prohibited from doing business with the public sector?	Yes	<input checked="" type="radio"/> No
------	--	-----	-------------------------------------

3.14.1	If yes, furnish particulars.		
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3.15	Is the supplier or any director/ member/ trustee/ principle shareholder listed on the Register for Tender Defaulters in terms of section 29 of the Prevention and Combating of Corrupt Activities Act (No 12 of 2004)?	Yes	<input checked="" type="radio"/> No
3.15.1	If yes, furnish particulars.		

3.16	Was the supplier or any director/ member/ trustee/ principle shareholder convicted by a court of law (including a court of law outside the Republic of South Africa) for fraud or corruption during the past five years?	Yes	<input checked="" type="radio"/> No
3.16.1	If yes, furnish particulars.		

3.17	Does the supplier or any director/ member/ trustee/ principle shareholder owe any municipal rates and taxes or municipal charges to the municipality / municipal entity, or to any other municipality / municipal entity, that is in arrears for more than three months?	Yes	<input checked="" type="radio"/> No
3.17.1	If yes, furnish particulars. The municipality may not do business with individuals/businesses, including that of all the owners/partners/members/directors, whose municipal rates and taxes and/or service charges are in arrears for more than three (3) months unless arrangements have been made with the municipality to settle such arrears. Refer to SCM Regulation 38(d). (Certified copies of your <i>most current</i> accounts/statements and/or proof of any arrangement to be submitted every three months – provide individual information in the schedule under par. 4.		

3.18	Was any contract between the supplier and the municipality / municipal entity or any other organ of state terminated during the past five years on account of failure to perform on or comply with the contract?	Yes	<input checked="" type="radio"/> No
3.18.1	If yes, furnish particulars.		

4	MFMA Circular No 62 of July 2013 require bidders to submit the names of their directors/ trustees/ shareholders, their individual identity numbers, personal tax reference numbers and employee numbers of those who are in the service of the state as defined in the Municipal Supply Chain Management Regulations as part of their bid submissions. A shareholder is defined as a person who owns shares in the company and is actively involved in the management of the company or business, and exercises control over the company.	Full name of directors / trustees / shareholders	Identity Number	% Share-holding in company	Personal Tax Reference Number	State Employee Number (Persal)	Municipal rates & services account numbers (3.17.1) <i>Municipal clearance or most recent service account must be attached as evidence</i>
1		GREGORY JOHANNES	5711055140088	50 %	0620191023	-	219 231 081 205 452 449
2		DELPHINE JOHANNES	6004040112084	50 %	0449173020	-	219 231 081 205 452 445
3							
4							
5							
6							
7							
8							
9							
10							

I, the under signed, certify that the information furnished on this declaration form is true and correct. I accept that my/my company's bid/registration may be rejected and in addition to the rejection that action may be taken against me/ my company should this declaration prove to be false.

Signature

Date

DIRECTOR
Capacity of Signatory

G AND D GUESTHOUSE &
Name of Bidder/Company/CC Name

MANDATORY SECTION: THIS DECLARATION WILL NOT BE ACCEPTED IF NOT CERTIFIED:

¹ MSCM Regulations: "in the service of the state" means to be –

- (a) a member of –
 - (i) any municipal council;
 - (ii) any provincial legislature; or
 - (iii) the national Assembly or the national Council of provinces;
- (b) a member of the board of directors of any municipal entity;
- (c) an official of any municipality or municipal entity;
- (d) an employee of any national or provincial department, national or provincial public entity or constitutional institution within the meaning of the Public Finance Management Act, 1999 (Act No.1 of 1999);
- (e) a member of the accounting authority of any national or provincial public entity; or
- (f) an employee of Parliament or a provincial legislature.

² "Shareholder" means a person who owns shares in the company and is actively involved in the management of the company or business and exercises control over the company.

Commissioner of Oaths

Signed and sworn to before me at Kuilsriver

on this the 22 day of December 20 20 by the Deponent, who has acknowledged that he/she knows and understands the contents of this Affidavit, it is true and correct to the best of his/her knowledge and that he/she has no objection to taking the prescribed oath, and that the prescribed oath will be binding on his/her conscience.

Commissioner of Oaths: [Signature] 9/1/8/2

Position: Commissioner of Oaths

Address: 55 Wagtail Street
Sunbird Park Kuilsriver

Tel: 081 218 6554

Apply official stamp of authority on this page:

This is a certified copy of the original document without alteration, as seen by me.

Signed: [Signature] Date: 22/12/20

AMERZON DANIEL McLEAN
Commissioner of Oaths
Blue Downs, Goodwood
Ref.9/1 '8/2 Goodwood Date 5 July 2018

This document is compulsory, in terms of Regulation 44 of the Supply Chain Management Regulations, to do business with any municipality – If not endorsed by a Commissioner of Oaths, or failure to submit it, will disqualify your business from the acquisition process. (Must be submitted annually)

K. CERTIFICATE OF INDEPENDENT BID DETERMINATION (MBD 9)

1. This Municipal Bidding Document (MBD) must form part of all bids¹ invited.
2. Section 4 (1) (b) (iii) of the Competition Act No. 89 of 1998, as amended, prohibits an agreement between, or concerted practice by, firms, or a decision by an association of firms, if it is between parties in a horizontal relationship and if it involves collusive bidding (or bid rigging).² Collusive bidding is a *pe se* prohibition meaning that it cannot be justified under any grounds.
3. Municipal Supply Regulation 38 (1) prescribes that a supply chain management policy must provide measures for the combating of abuse of the supply chain management system, and must enable the accounting officer, among others, to:
 - a. take all reasonable steps to prevent such abuse;
 - b. reject the bid of any bidder if that bidder or any of its directors has abused the supply chain management system of the municipality or municipal entity or has committed any improper conduct in relation to such system; and
 - c. cancel a contract awarded to a person if the person committed any corrupt or fraudulent act during the bidding process or the execution of the contract.
4. This MBD serves as a certificate of declaration that would be used by institutions to ensure that, when bids are considered, reasonable steps are taken to prevent any form of bid rigging.
5. In order to give effect to the above, the attached Certificate of Bid Determination (MBD 9) must be completed and submitted with the bid:

¹ Includes price quotations, advertised competitive bids, limited bids and proposals.

² Bid rigging (or collusive bidding) occurs when businesses, that would otherwise be expected to compete, secretly conspire to raise prices or lower the quality of goods and / or services for purchasers who wish to acquire goods and / or services through a bidding process. Bid rigging is, therefore, an agreement between competitors not to compete.

CERTIFICATE OF INDEPENDENT BID DETERMINATION

I, the undersigned, in submitting the accompanying bid:

T2020 / 046 - TRAINING PROGRAMS FOR 12-month PERIOD
.....
(Bid Number and Description)

in response to the invitation for the bid made by: CAPE WINELANDS DISTRICT MUNICIPALITY do hereby make the following statements that I certify to be true and complete in every respect:

I certify, on behalf of: GT AND D GUESTHOUSE CC that:
(Name of Bidder)

1. I have read and I understand the contents of this Certificate;
2. I understand that the accompanying bid will be disqualified if this Certificate is found not to be true and complete in every respect;
3. I am authorized by the bidder to sign this Certificate, and to submit the accompanying bid, on behalf of the bidder;
4. Each person whose signature appears on the accompanying bid has been authorized by the bidder to determine the terms of, and to sign, the bid, on behalf of the bidder;

5. For the purposes of this Certificate and the accompanying bid, I understand that the word "competitor" shall include any individual or organization, other than the bidder, whether or not affiliated with the bidder, who:
 - (a) Has been requested to submit a bid in response to this bid invitation;
 - (b) Could potentially submit a bid in response to this bid invitation, based on their qualifications, abilities or experience; and
 - (c) Provides the same goods and services as the bidder and/or is in the same line of business as the bidder

6. The bidder has arrived at the accompanying bid independently from, and without consultation, communication, agreement or arrangement with any competitor. However communication between partners in a joint venture or consortium³ will not be construed as collusive bidding.

7. In particular, without limiting the generality of paragraphs 6 above, there has been no consultation, communication, agreement or arrangement with any competitor regarding:
 - (a) Prices;
 - (b) Geographical area where product or service will be rendered (market allocation)
 - (c) Methods, factors or formulas used to calculate prices;
 - (d) The intention or decision to submit or not to submit, a bid;
 - (e) The submission of a bid which does not meet the specifications and conditions of the bid; or
 - (f) Bidding with the intention not to win the bid.

8. In addition, there have been no consultations, communications, agreements or arrangements with any competitor regarding the quality, quantity, specifications and conditions or delivery particulars of the products or services to which this bid invitation relates.

9. The terms of the accompanying bid have not been, and will not be, disclosed by the bidder, directly or indirectly, to any competitor, prior to the date and time of the official bid opening or of the awarding of the contract.

10. I am aware that, in addition and without prejudice to any other remedy provided to combat any restrictive practices related to bids and contracts, bids that are suspicious will be reported to the Competition Commission for investigation and possible imposition of administrative penalties in terms of section 59 of the Competition Act No. 89 of 1998 and or may be reported to the National Prosecuting Authority (NPA) for criminal investigation and or may be restricted from conducting business with the public sector for a period not exceeding ten (10) years in terms of the Prevention and Combating of Corrupt Activities Act No. 12 of 2004 or any other applicable legislation.

.....

 Signature

.....
 22/12/2020
 Date

.....
 DIRECTOR
 Position

.....
 G and D Guesthouse CC
 Name of Bidder

³ Joint venture or Consortium means an association of persons for the purpose of combining their expertise, property, capital, efforts, skill and knowledge in an activity for the execution of a contract.

L. PREFERENCE POINTS CLAIM FORM IN TERMS OF THE PREFERENTIAL PROCUREMENT REGULATIONS 2017 (MBD 6.1)

This document serves as a claim form to qualify for preference points in respect of Broad-Based Black Economic Empowerment (B-BBEE) Status Level of Contribution and must accompany an original certified copy of the applicable certificate.

NB: BEFORE COMPLETING THIS FORM, BIDDERS MUST STUDY THE GENERAL CONDITIONS, DEFINITIONS AND DIRECTIVES APPLICABLE IN RESPECT OF B-BBEE, AS PRESCRIBED IN THE PREFERENTIAL PROCUREMENT REGULATIONS, 2017.

1. GENERAL CONDITIONS

1.1 The following preference point system is applicable to all bids:

- the 80/20 system for requirements with a Rand value of up to R50 000 000 (all applicable taxes included)

1.2 The value of this bid is estimated to not exceed R50 000 000 (all applicable taxes included) and therefore only the 80/20 preference point system shall be applicable.

1.3 Preference points for this bid shall be awarded for:

- (a) Price; and
- (b) B-BBEE Status Level of Contributor.

1.4 The maximum points for this bid are allocated as follows:

	POINTS
Price	80
B-BBEE status level of contributor	20
Total points for Price and B-BBEE must not exceed	100

1.5 Failure on the part of a bidder to fill in and/or to sign this form and submit a B-BBEE Verification Certificate from a Verification Agency accredited by the South African Accreditation System (SANAS) or a Registered Auditor approved by the Independent Regulatory Board of Auditors (IRBA) or an Accounting Officer as contemplated in the Close Corporation Act (CCA) together with the bid, will be interpreted to mean that preference points for B-BBEE status level of contribution are not claimed.

1.6 The purchaser reserves the right to require of a bidder, either before a bid is adjudicated or at any time subsequently, to substantiate any claim in regard to preferences, in any manner required by the purchaser.

2. DEFINITIONS

- (a) **"B-BBEE"** means broad-based black economic empowerment as defined in section 1 of the Broad-Based Black Economic Empowerment Act;
- (b) **"B-BBEE status level of contributor"** means the B-BBEE status of an entity in terms of a code of good practice on black economic empowerment, issued in terms of section 9(1) of the Broad-Based Black Economic Empowerment Act;
- (c) **"bid"** means a written offer in a prescribed or stipulated form in response to an invitation by an organ of state for the provision of goods or services, through price quotations, advertised competitive bidding processes or proposals;
- (d) **"Broad-Based Black Economic Empowerment Act"** means the Broad-Based Black Economic Empowerment Act, 2003 (Act No. 53 of 2003);
- (e) **"EME"** means an Exempted Micro Enterprise in terms of a code of good practice on black economic empowerment issued in terms of section 9 (1) of the Broad-Based Black

Economic Empowerment Act;

- (f) **“Functionality”** means the ability of a tenderer to provide goods or services in accordance with specifications as set out in the tender documents.
- (g) **“prices”** includes all applicable taxes less all unconditional discounts;
- (h) **“proof of B-BBEE status level of contributor”** means:
 - 1) B-BBEE Status level certificate issued by an authorized body or person;
 - 2) A sworn affidavit as prescribed by the B-BBEE Codes of Good Practice;
 - 3) Any other requirement prescribed in terms of the B-BBEE Act;
- (i) **“QSE”** means a qualifying small business enterprise in terms of a code of good practice on black economic empowerment issued in terms of section 9 (1) of the Broad-Based Black Economic Empowerment Act;
- (j) **“rand value”** means the total estimated value of a contract in Rand, calculated at the time of bid invitation, and includes all applicable taxes;

3. POINTS AWARDED FOR PRICE

3.1 THE PREFERENCE POINT SYSTEM

A maximum of 80 points is allocated for price on the following basis: 80/20

$$P_s = 80 \left(1 - \frac{P_t - P_{\min}}{P_{\min}} \right)$$

Where

- P_s = Points scored for price of bid under consideration
- P_t = Price of bid under consideration
- P_{\min} = Price of lowest acceptable bid

4. POINTS AWARDED FOR B-BBEE STATUS LEVEL OF CONTRIBUTOR

- 4.1 In terms of Regulation 6 (2) and 7 (2) of the Preferential Procurement Regulations, preference points must be awarded to a bidder for attaining the B-BBEE status level of contribution in accordance with the table below:

B-BBEE Status Level of Contributor	Number of points (80/20 system)
1	20
2	18
3	14
4	12
5	8
6	6
7	4
8	2
Non-compliant contributor	0

5. BID DECLARATION

- 5.1 Bidders who claim points in respect of B-BBEE Status Level of Contribution must complete the following:

6. B-BBEE STATUS LEVEL OF CONTRIBUTOR CLAIMED IN TERMS OF PARAGRAPHS 1.4 AND 4.1

- 6.1 B-BBEE Status Level of Contributor: = 1-20 (maximum of 20 points)

(Points claimed in respect of paragraph 7.1 must be in accordance with the table reflected in paragraph 4.1 and must be substantiated by relevant proof of B-BBEE status level of contributor.)

7. SUB-CONTRACTING

7.1 Will any portion of the contract be sub-contracted?

(Tick applicable box)

YES	<input type="checkbox"/>	NO	<input checked="" type="checkbox"/>
-----	--------------------------	----	-------------------------------------

7.1.1 If yes, indicate:

- i) What percentage of the contract will be subcontracted 80 %
- ii) The name of the sub-contractor..... / /
- iii) The B-BBEE status level of the sub-contractor..... /
- iv) Whether the sub-contractor is an EME or QSE
(Tick applicable box)

YES	<input type="checkbox"/>	NO	<input checked="" type="checkbox"/>
-----	--------------------------	----	-------------------------------------

v) Specify, by ticking the appropriate box, if subcontracting with an enterprise in terms of Preferential Procurement Regulations, 2017:

Designated Group: An EME or QSE which is at least 51% owned by:	EME	QSE
	√	√
Black people		
Black people who are youth		
Black people who are women		
Black people with disabilities		
Black people living in rural or underdeveloped areas or townships		
Cooperative owned by black people		
Black people who are military veterans		
OR		
Any EME		
Any QSE		

8. DECLARATION WITH REGARD TO COMPANY/FIRM

8.1 Name of company/firm: G AND D GUESTHOUSE cc

8.2 VAT registration number: 420228293

8.3 Company registration number: 2005/11548/23

8.4 TYPE OF COMPANY/ FIRM

- Partnership/Joint Venture / Consortium
 - One person business/sole propriety
 - Close corporation
 - Company
 - (Pty) Limited
- [TICK APPLICABLE BOX]

8.5 DESCRIBE PRINCIPAL BUSINESS ACTIVITIES

TRAINING
PROJECT MANAGEMENT
ACCOMMODATION

8.6 COMPANY CLASSIFICATION

- Manufacturer
 - Supplier
 - Professional service provider
 - Other service providers, e.g. transporter, etc.
- [TICK APPLICABLE BOX]

8.7 MUNICIPAL INFORMATION

Municipality where business is situated: CITY OF CAPE TOWN

Registered Account Number: 219 231 081

Stand Number: 4894

8.8 Total number of years the company/firm has been in business: 15 YEARS

8.9 I/we, the undersigned, who is / are duly authorised to do so on behalf of the company/firm, certify that the points claimed, based on the B-BBE status level of contributor indicated in paragraphs 1.4 and 6.1 of the foregoing certificate, qualifies the company/ firm for the preference(s) shown and I / we acknowledge that:

- i) The information furnished is true and correct;
- ii) The preference points claimed are in accordance with the General Conditions as indicated in paragraph 1 of this form;
- iii) In the event of a contract being awarded as a result of points claimed as shown in paragraphs 1.4 and 6.1, the contractor may be required to furnish documentary proof to the satisfaction of the purchaser that the claims are correct;
- iv) If the B-BBEE status level of contributor has been claimed or obtained on a fraudulent basis or any of the conditions of contract have not been fulfilled, the purchaser may, in addition to any other remedy it may have –
 - (a) disqualify the person from the bidding process;
 - (b) recover costs, losses or damages it has incurred or suffered as a result of that person's conduct;
 - (c) cancel the contract and claim any damages which it has suffered as a result of having to make less favourable arrangements due to such cancellation;
 - (d) recommend that the bidder or contractor, its shareholders and directors, or only the shareholders and directors who acted on a fraudulent basis, be restricted by the National Treasury from obtaining business from any organ of state for a period not exceeding 10 years, after the *audi alteram partem* (hear the other side) rule has been applied; and
 - (e) Forward the matter for criminal prosecution.

Signature of Bidders: [Signature]

DATE: 22/12/2020

ADDRESS: 3 DALE WAY, MARILUE PARK, KUILSRIVER, 780

WITNESSES:

1. [Signature]

2. [Signature]



M. MUNICIPAL RATES AND SERVICES

Names of Directors / Partners	Physical residential address of the Directors / Partners	Municipal Account Number	Name of Municipality
GREGORY JOHANNES	10 SAAREVELD ROAD MABULWE PARK	205 45 2445	CITY OF CAPE TOWN
DELPHINE JOHANNES	10 SAAREVELD ROAD MABULWE PARK	205 45 2445	CITY OF CAPE TOWN

NB: Please attach certified copy/copies of the Municipal Account(s)

DECLARATION:

I, the undersigned (name) GREGORY JOHANNES
 Certify that the information furnished above is correct. I accept that the state may act against me should this declaration prove to be false.

[Signature]
 Signature

22/12/2020
 Date

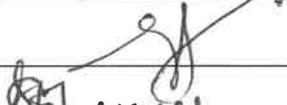
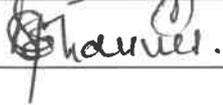
DIRECTOR
 Position

G AND D QUESTHOUSE CC
 Name of Bidder



N. AUTHORITY FOR SIGNATORY

We, the undersigned, hereby authorize Mr/Mrs GREGORY JOHANNES
 acting in his/her capacity as DIRECTOR
 of the business trading as G AND D GUESTHOUSE CC
 to sign all documentation in connection with Tender T2020/046

Name of members / directors	Signature	Date
GREGORY JOHANNES		22/12/2020
DELPHINE JOHANNES		22/12/2020

Note: If bidders attached a copy of their Authorized Signatory it is not necessary to complete this form.



O. DECLARATION OF BIDDER'S PAST SUPPLY CHAIN MANAGEMENT PRACTICES – MBD 8

1. This Municipal Bidding Document must form part of all bids invited.
2. It serves as a declaration to be used by municipalities and municipal entities in ensuring that when goods and services are being procured, all reasonable steps are taken to combat the abuse of the supply chain management system.
3. The bid of any bidder may be rejected if that bidder, or any of its directors have:
 - Abused the municipality's / municipal entity's supply chain management system or committed any improper conduct in relation to such system;
 - Been convicted of fraud or corruption during the past five years;
 - Willfully neglected, reneged on or failed to comply with any government, municipal or other public sector contract during the past five years; or
 - Been listed in the Register of Tender Defaulters in terms of section 29 of the Prevention and Combating of Corrupt Activities Act (No12 of 2004)
4. In order to give effect to the above, the following questionnaire must be completed and submitted with the bid.

Item	Question	Yes	No
4.1	<p>Is the bidder or any of its directors listed on the National Treasury's Database of Restricted Suppliers as companies or persons prohibited from doing business with the public sector?</p> <p>(Companies or persons who are listed on this Database were informed in writing of this restriction by the Accounting Officer/Authority of the institution that imposed the restriction after the audi alteram partem rule was applied).</p> <p>The Database of Restricted Suppliers now resides on the National Treasury's website (www.treasury.gov.za) and can be accessed by clicking on its link at the bottom of the home page.</p>		X
4.1.1	<p>If so, furnish particulars:</p> <p>.....</p> <p>.....</p>		
4.2	<p>Is the bidder or any of its directors listed on the Register for Tender Defaulters in terms of section 29 of the Prevention and Combating of Corrupt Activities Act (No 12 of 2004)?</p> <p>The Register for Tender Defaulters can be accessed on the National Treasury's website (www.treasury.gov.za) by clicking on its link at the bottom of the home page.</p>		X
4.2.1	<p>If so, furnish particulars:</p> <p>.....</p> <p>.....</p>		
4.3	<p>Was the bidder or any of its directors convicted by a court of law (including a court of law outside the Republic of South Africa) for fraud or corruption during the past five years?</p>		X
4.3.1	<p>If so, furnish particulars:</p> <p>.....</p> <p>.....</p>		

4.4	Does the bidder or any of its directors owe any municipal rates and taxes or municipal charges to the municipality / municipal entity, or to any other municipality / municipal entity, that is in arrears for more than three months?		X
4.2.1	If so, furnish particulars:		
4.3	Was any contract between the bidder and the municipality / municipal entity or any other organ of state terminated during the past five years on account of failure to perform on or comply with the contract?		X
4.3.1	If so, furnish particulars:		

CERTIFICATION

I, THE UNDERSIGNED (FULL NAME) GREGORY JOHANNES CERTIFY THAT THE INFORMATION FURNISHED ON THIS DECLARATION FORM IS TRUE AND CORRECT.

I ACCEPT THAT, IN ADDITION TO CANCELLATION OF A CONTRACT, ACTION MAY BE TAKEN AGAINST ME SHOULD THIS DECLARATION PROVE TO BE FALSE.

.....
Signature

22/12/2020
Date

DIRECTOR
Position

G AND D GUESTHOUSE CC
Name of Bidder

P. CREDIT ORDER INSTRUCTION

It is the policy of the Cape Winelands District Municipality to pay all creditors by means of direct bank transfers. Please complete this information and acquire your banker's confirmation.

DETAILS OF FIRM/INSTITUTION

Name	G	A	N	D	-	G	U	E	S	T	R	O	U	S	E	C	C		

DETAILS OF MY/OUR BANK ACCOUNT ARE AS FOLLOWS:

NAME OF BANK	F	I	R	S	T	N	A	T	I	O	N	A	L
NAME OF BRANCH	Z	E	N	E	N	W	A	C	H	T	M	A	L
BRANCH CODE	2	6	0	2	1	4							
ACCOUNT NUMBER	6	2	0	9	3	4	9	1	0	9	2		
TYPE OF ACCOUNT	0	1	1 = Cheque 2 = Savings										

I/we hereby request and authorise the Cape Winelands district municipality to pay any amounts that may accrue to me/us to the credit of my/our bank account.

I/we understand that a payment advice will be supplied by the Cape Winelands District municipality in the normal way that will indicate the date on which funds will be available in my/our bank account and details of payment.

I/we further undertake to inform the Cape Winelands District municipality in advance of any change in my/our bank details and accept that this authority may only be cancelled by me/us by giving thirty days' notice by prepaid registered post.

G. Johannes
INITIALS AND SURNAME:

[Signature]
AUTHORISED SIGNATURE:

22/12/2020
DATE:

021 91030204
TELEPHONE NUMBER:

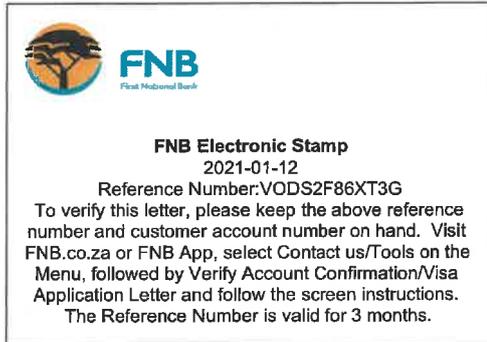
FOR BANK USE ONLY

I/we hereby certify that the details of our clients bank account as indicated on the credit order instruction is correct:

OFFICIAL DATE STAMP

.....
AUTHORISED SIGNATURE

FOR FULL SUPPLIER ACCREDITATION ALL PARTS MUST BE COMPLETED AND SIGNED:



Date: 2021-01-12

To whom it may concern

ACCOUNT CONFIRMATION LETTER

We confirm that ***G AND D GUESTHOUSE CC CK2005/111548/23** trading as **G AND D GUEST HOUSE CC** with identification/registration number **2005/111548/23** ("the account holder") holds the following account with First National Bank, a division of FirstRand Bank Limited ("FNB"):

Account Type	PLATINUM BUSINESS ACCOUNT	Account Number	62093491092
Branch Code	260214	Branch Name	ZEVENWACHT MALL
Swift Code	FIRNZAJJ	Date Opened	2005-11-02

FNB issues this letter at the specific request of the account holder and for informational purposes only. This letter serves only to confirm that the above information is, according to the records available to FNB, factually correct as at the date of this letter.

Accordingly, FNB provides no warranties, guarantees, assurances or undertakings of any nature in connection with the above information, the account and/or the account holder, cannot be held responsible for any reliance which may be placed on this letter.

Without limiting the above in any way:

(i) This letter does not constitute a letter of guarantee or a letter of credit.

This letter does not imply or infer in any way that FNB has reserved the funds held in the account in favour of any person, nor that FNB has placed a hold on or limited the amount available in the account. The amount available in the account may change at any time without prior notice to you; and

(iii) FNB will not be held responsible for any change in the information contained in this letter.

This letter is issued to you without any liability for FNB or its employees. You are to treat this letter as confidential.

Should you have any queries, please visit our website www.fnb.co.za or feel free to contact us on 087 736 2247.



FIRST NATIONAL BANK – A DIVISION OF FIRSTRAND BANK LIMITED REG. NO. 1929/001225/06
An Authorised Financial Services and Credit Provider (NCRCP20)
6th Floor, 1 First Place, Simmonds Street, Johannesburg, 2001, South Africa
For general banking enquiries – Tel: 087 575 9404 International +27(0)11 369 1111
Card Cancellations – Tel: 0800 110 132 International +27(0)11 369 1189
Website: www.fnb.co.za

Dear Valued Client,

We would like to introduce to you our new FNB Letter Generation functionality.

The physical stamp was replaced by an electronic stamp with a unique number which offers a more secure validation/authentication process of the letter by third parties. The electronic stamp deems the letter to be an original letter.

This is a 'First-to-Market' fraud prevention method offered by FNB.

To validate/authenticate the received letter, the 3rd party should follow the steps below on FNB Digital Channels;

Online banking

1. Log onto the FNB website www.fnb.co.za
2. Click on 'Contact Us + Tools'
3. Click on 'Verify Account Confirmation/Visa Application Letters'
4. Enter in the requested information which includes the unique number found on the electronic stamp
5. Click on 'Verify'

FNB Application

1. Launch the FNB App
2. Select the information icon
3. And then select 'Letter verification'

The letter handed to the third party must match the image of the letter which appears on the above channels exactly. Should there be any discrepancies, the letter should be deemed to be fraudulent and cannot be relied upon by the third party.

The letter will appear on the above website or FNB App for validation/authentication for a period of 3 (three) months from the date of issue, and can be validated multiple times during this period.

The validation/authentication process has been presented to third parties, including SARS, and they subscribe to the enhanced process, to combat fraud.

Yours truly,
FNB Team

Q. COMPULSORY DOCUMENTATION / CHECKLIST

PLEASE ENSURE THAT THE FOLLOWING FORMS HAVE BEEN DULY COMPLETED AND SIGNED AND THAT ALL DOCUMENTS AS REQUESTED, ARE ATTACHED TO THE TENDER DOCUMENT: (Failure to submit this documentation shall lead to disqualification)

Form G - Form of offer Is the form duly completed and signed?	Yes	<input checked="" type="checkbox"/>	No	
Form J – Declaration of Interest (MBD4) Is the personal declaration from each and every owner / member / director duly completed, certified and signed?	Yes	<input checked="" type="checkbox"/>	No	
Form K – Certificate of Independent Bid Determination (MBD 9) Is the form duly completed and signed?	Yes	<input checked="" type="checkbox"/>	No	
Form L – Preference Points Claim – (MBD 6.1) Is the form duly completed and signed?	Yes	<input checked="" type="checkbox"/>	No	
Form M – Municipal Rates and services Is a certified copy of the <u>bidder's and those of its director's</u> municipal accounts (for the Municipality where the bidder pays his account) for the month preceding the tender closure date attached?	Yes	<input checked="" type="checkbox"/>	No	
Form N – Authority for Signatory Is the form duly completed and is a certified copy of the resolution attached?	Yes	<input checked="" type="checkbox"/>	No	
Form O – Declaration of Past Supply Chain Practices (MBD 8) Is the form duly completed and signed?	Yes	<input checked="" type="checkbox"/>	No	
Tax Clearance Certificate Is an original certificate attached?	Yes	<input checked="" type="checkbox"/>	No	
Additional documents applicable to this specific tender:				
THETA / CATHSETA accreditation certificate Is your certificate/s attached?	Yes	<input checked="" type="checkbox"/>	No	
Company profile Is a company profile indicating relevant project experience and a list of clients for whom these projects were undertaken attached?	Yes	<input checked="" type="checkbox"/>	No	

Failure to submit the following certificate will not lead to disqualification, but the tenderer will score 0 points for B-BBEE during the evaluation of tender offers.

B-BBEE Certificate Is a certified copy of the B-BBEE or Original certificate attached?	Yes	<input checked="" type="checkbox"/>	No	
--	-----	-------------------------------------	----	--

I, GREGORY JOHANNES confirm that all compulsory documents for this tender is duly completed, signed and attached to this document.

Signature: 

Date: 22/12/2020

R. CAPABILITY OF BIDDER

This schedule is to determine the capability of the bidder to execute the contract. Failure to complete this section shall lead to disqualification

Company Name	FEEDEM
Description of project	PROFESSIONAL TRAINING
Contact person name	ELMARI LOW
Contact person telephone number	021 559 6393
Value of project	R 600 000,00

Company Name	KOLPING SOCIETY
Description of project	CULINARY TRAINING
Contact person name	LAURIAN KLEINHANS
Contact person telephone number	021 975 9722
Value of project	R 800 000,00

Company Name	MUKUMBA CONSULTING AND PROTECTS
Description of project	COMMUNITY TRAINING
Contact person name	SYDNEY MUDAU
Contact person telephone number	012 442 5076
Value of project	R 1 000 000,00

Company Name	DOUBLE TREE BY HILTON HOTEL
Description of project	HOSPITALITY PROFESSIONAL TOURISM TRAINING
Contact person name	ROXANNE VAN ECK
Contact person telephone number	021404 0970
Value of project	R 400 000,00



G&D
GUESTHOUSE
& TRAINING

3 Dale way
Mabille Park
Kuils River
Cape Town
7580.

Accredited: CATHSSETA 613/P/000137/2009
Accredited: QCTO SDP1228/18/00317



ASSISTANT CHEF/CULINARY TRAINING PROPOSAL





**G
&
D**
**GUESTHOUSE
& TRAINING**

3 Dale way
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Kuils River
Cape Town
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ASSISTANT CHEF PROPOSAL

Introduction

In the UNESCO (2012) document presented by Muriel Dunbar there is specific recommendations by the heart; health and education resource team; where they put emphasis on the need of vocational training in communities. The focus is on healthy eating and baking in order to promote the wellbeing of people. This tender is directly referring to the development of practical skills within the business sector.

It gives G and D Training great pleasure to apply for this tender. We are not only fully capable to fulfil those needs in businesses but we are also fully accredited with the Cathsseta. As a mobile training service provider, we take skills to the businesses and present them with an opportunity to further their qualifications and enhance the creativity.

The skills programme will focus on local traditional cooking and baking of different kinds of foods that will include baking and desserts, foods and bread, meat and poultry. The intention of the assistant chef project is to develop and enhance the culinary arts in each individual in order to sustainable businesses.

In most of the food industries there is great potential. Local people need to develop the potential to use every opportunity to their benefit. With this training they will gain the required product knowledge and learn how to determine the profitability of products. Throughout the programme trainers will demonstrate their knowledge to students and ensure that students are capable and competent at the end of the course.

With this proposal we at G&D Training would just like to apply for the available tender. Our short skills programmes can be seen as the appropriate vehicle to deliver much needed skills to businesses that do not have the money or the necessary academic qualifications; but can equip them with a building block that they can use as a positive direction to uplift and empower themselves for a brighter future.



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As the best private training service provider, we are always prepared to go the **extra mile** and assist local businesses with skills development and business mentoring.

Aims

- To improve the cooking and baking skills of students.
- To promote healthy eating and improve the skills of the students
- To increase hygiene standards in businesses
- To generate interest in culinary arts
- To improve reading, timing skills
- To be able to be flexible

Overall objective

The specific objectives of the project are to:

- Equipped individuals with a practical hospitality skills
- To help businesses to identify their own needs, and built morality and self-confidence and thereby discover their own potential.
- To provide a comprehensive training program for disadvantaged Learners. and
- To evaluate and monitor the progress of the graduated learner in his/her local community

Specific Objectives Participants will be trained:

- To function well in a kitchen environment
- handle knives and other kitchen equipment
- To prepare raw foods
- To bake and present meals
- To prepare and serve a presentation dinner
- To be familiar with the required hygiene standards

Strengths

In the training of baking there are **certain strengths** that can be used to the benefit of the student as well as the local community:

- High demand for bread (nearly unlimited)



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- Knowledgeable cooks
- Work can be provide by restaurants that is already operational and profitable
- Strong leader with business knowledge and pre-established supplier relationships can assist students
- Easier to develop strong community support
- Utilise well-composed organizational structure

Description of the project

Our mobile- or localise training allow for greater access to help marginalized people enter baking training programme. As experts in the field of learning and development, we provide training solutions for hospitality Professionals in the field. With this proposal our team of professionals would like to assists hospitality staff become vibrant, energetic and focused driven in the industry.

Implementation plan

- Effective Time Management;
- Awareness of importance of individual's role in his or her workplace;
- Communication skills;
- Kitchen/ Personal hygiene;

Sustainability

The sustainability of the hospitality programme is built into the very design of the programme. The mobile training will take place at the venue of your choice, where resources are available and the Centrum is accessible for most small businesses. To add to the overall sustainability of the programme the service provider (G&D Guesthouse) will provide the infrastructure, resources, manuals, equipment and all the necessary supplies.

Learner support and self-sustainability

Within the training programme for which this funding application is for, the learners who are selected for the programme will be able to gain knowledgeable skills for the chef industry.



Type of training

This practical programme ensures quality training, and emphasised a high level of service delivering. All prospective learners will be interviewed, and this process is used to identify personal learning needs to be improved. Their level of language skill and numeracy are of particular interest. This skills programme is characterised by a highly supportive learning environment, with a strong rapport between trainers and learners.

Outcomes of Unit Standards

7728 - Prepare and cook basic meat, poultry, game or offal

- Describe the various methods of checking quality in meat, poultry, game and offal. Describe the main contamination threats when preparing, cooking or storing meat dishes and their impact on the organisation.
- Explain the relationship between time and temperature when cooking meat in terms of costs, customer satisfaction, food hygiene and quality of food.
- Explain the importance of keeping preparation, cooking and storage areas and equipment hygienically clean.
- Describe the impact on customers and the organisation of not cooking meat to dish requirements.
- State organisational procedures for preparing, cooking and storing meat, poultry, game and offal.
- Clean preparation areas and equipment hygienically prior to use and comply with the OHS act.
- Given a range of meat, poultry, game and offal, select the required type, cut, quality and quantity required. (Range of meat, poultry, game or offal: beef or veal, lamb or mutton, pork or bacon, liver or kidney, chicken, turkey or duck, game)
- Given a range of preparation methods for meat, select the appropriate method. (Range of preparation methods: trimming, boning, dicing, trussing or tying, skinning, washing, marinating, coating, seasoning, stuffing)
- Combine prepared meat, poultry, game or offal with other ingredients ready for cooking.
- Prepare the appropriate cooking equipment for use.
- Prepare cooking areas and equipment hygienically for use and comply with OHS act specifications.



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- Given the range of cooking methods cook the meat using appropriate cooking methods according to customer and dish requirements (Range of cooking methods: roasting, grilling or griddling or braaiing, shallow or stir frying, braising, stewing, boiling, poaching or steaming)
- Finish and present meat, poultry, game or offal according to customer and dish requirements.
- Given a range of problems with production, decide what action to take and give reasons for that choice. (Range of problems with production: cuts or burns, equipment failure, insufficient or damaged stock, tough or burnt meat, meat overcooked to customer requirements)
Clean cooking areas and equipment correctly after use.
- Store prepared dishes not for immediate consumption hygienically in accordance with health regulations.
- Complete all work in an organised and efficient manner taking account of priorities and service times.
- Given a situation such as catering for Kosher/Halaal customers, describe how performance would be adapted.
- Describe appropriate garnishes for hot and cold meat dishes, adapting them to the following instances: (a) Preparing hot meat, poultry, game and offal dishes for an upmarket a la Carte menu. (b) Preparing cold meat and poultry dishes for a buffet. (c) Preparing hot meat, game, offal and poultry dishes for a buffet.

7772 - Prepare, bake and decorate basic cakes and biscuits

- Explain the importance of keeping preparation, cooking and storage areas and equipment hygienically clean and the impact on the organisation of not doing so.
- Explain the importance of the relationship between time and temperature when cooking cakes and biscuits in terms of costs, customer satisfaction, food hygiene and quality of food.
- Describe the various preparation methods and give reasons for their suitability
- Describe the main contamination threats when preparing, baking and decorating basic cakes & biscuits
- State organisational requirements for preparation, cooking, decorating and storing basic cakes and biscuits.
- Clean preparation areas and equipment hygienically prior to use according to OHS act specifications.
- Select the required type, quality and quantity ingredients.
- Given a range of mixture and preparation methods, select the appropriate method according to recipe specifications. (Range of mixture: cake, biscuit, sponge) (Range of preparation methods: creaming, beating, whisking, folding, rubbing in, melting)
- Store prepared mixture not for immediate use hygienically.



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- Given a range of containers and preparation methods, use appropriate methods in accordance with product requirements. (Range of containers: tins, trays) (Range of methods: lining with grease/oil, lining with grease proof/rice paper, flour)
- Select the required type, quality and quantity of cake and biscuit mixtures.
- Prepare the mixture suitably for the cooking process according to product requirements.
- Given a range of finishing, cook cakes and biscuits and finish them in accordance with recipe specifications. (Range of finishing: turning out, cooling, spreading and rolling (swiss roll))
- Given a range of decorations and fillings, select the required type, quality and quantity of ingredients. (Range of decorations/ fillings: glace icing, butter cream, whipped cream, chocolate, custard, fruit fillings / fresh fruit, jam, dusting)
- Prepare fillings and decorations suitably for cake and biscuit decoration.
- Decorate products using appropriate methods.
- Store finished cakes and biscuits not for immediate consumption hygienically.
- Clean preparation areas and equipment correctly after use.
- Given a range of problems with production, decide what action to take and give reasons for that choice. (Range of problems with production: oven not working properly, ingredients unavailable or of inferior quality, cakes have risen unevenly, cakes have not risen, cakes have a dry, heavy crust, cakes stick to tin, biscuit dough is too soft to handle, burnt cakes or biscuits)
- Complete all work in an organised and efficient manner taking account of priorities and deadlines.
- Given a situation advising very short notice of a wedding function, describe how performance would be adapted in producing a suitable wedding cake, considering that fruitcakes need to stand for a considerable period before they can be iced and decorated.
- Given a tea trolley, describe how performance would be adapted to produce suitable cakes and biscuits

7805 – Prepare and cook basic pasta dishes

- Describe the main contamination threats when preparing and cooking pasta dishes.
- Explain the importance of the relationship between time and temperature when cooking pasta dishes in terms of food hygiene and quality of food.
- Explain the importance of keeping preparation and cooking areas and equipment hygienically clean
- State organisational requirements when preparing and cooking basic pasta dishes.
- Clean preparation and cooking areas and equipment hygienically prior to use.
- Given a range of pasta types, select the required type, quality and quantity of ingredients. (Range of pasta types: dried white or green, / flavoured, or whole-wheat)



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- Given a range of pasta, select the correct cooking method according to recipe specifications. (Range of pasta to be cooked: lasagne, cannelloni, noodles, spaghetti, filled pasta, pasta shapes)
- Combine cooked pasta correctly with other ingredients according to customer requirements.
- Given a range of pasta dishes, select the appropriate method of cooking and/or finishing and present dishes attractively. (Range of pasta dishes: salads or starters, hot main dishes)
- Clean preparation and cooking areas and equipment correctly after use.
- Given a range of problems with production, decide what action to take and give reasons for that choice. (Range of problems with production: scalds and burns, required type of pasta unavailable, pasta over or under cooked, pasta sticks to each other, pasta prepared too far in advance, no salt and or oil added to water)
- Complete all work in an organised and efficient manner taking account of priorities and deadlines.
- Describe how to select and present pasta dishes in a range of establishments. (Range of establishments: Buffet in a 3-5 star hotel, Up market A la Carte restaurant, Canteen or cafeteria, Take-away)
- Given a customer with gluten intolerance, describe how to adapt performance in selection and cooking of pasta dishes.
- Given a vegetarian customer, select appropriate pasta dishes that could be served as starters and main courses.

7757 - Prepare and cook basic soups and sauces

- Explain the importance of keeping preparation, cooking and storage areas and equipment hygienically clean and the impact on the organisation of not doing so.
- Explain how to identify cooked hot and cold sauces and give reasons.
- Describe the main contamination threats when preparing, cooking and storing soups and sauces and how to avoid them.
- Explain the relationship between time and temperature when cooking soups and sauces in terms of costs, customer satisfaction and food hygiene.
- Explain how to identify cooked soup and give reasons.
- State organisational requirements for preparation, cooking and storage of basic sauces and soups.
- Clean preparation and cooking areas and equipment hygienically prior to use.
- Given a range of sauce ingredients, select the required type, quality and quantity. (Range of sauces: roux sauce, starch thickened sauce, vinaigrette, mayonnaise/mayonnaise based, hollandaise)
- Given a range of soups, select the required type, quality and quantity ingredients. (Range of soups: cream, broth, consomme, puree)
- Prepare the ingredients, then cook and finish according to sauce/soup requirements.



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- Finish, garnish and present the soup.
- Store sauces/soups not for immediate use in accordance with organisational requirements.
- Clean preparation and cooking areas and equipment correctly after use.
- Given a range of problems with production, decide what action to take and give reasons for that choice. (Range of problems with production: scalds or burns, power cuts or low gas supply, weevils in thickening agents, sauces separating, burnt sauces or soups, sauces too thick, soups and sauces too salty, sauces and soups lumpy.)
- Complete all work in an organised and efficient manner taking account of priorities and deadlines.
- Given a vegetarian customer, describe which sauces and soups would be suitable to prepare.
- Given a range of soups, describe how performance would be adapted in terms of garnishes and plating, to suit the following styles of service: (A la Carte, buffet, take-away and room service)
- Given a selection of instant soup powders and sauces, explain how value could be added to these products.

7766 - Prepare and cook basic dough products

- Explain the importance of the relationship between time and temperature when preparing and cooking dough products in terms of costs, customer satisfaction, food hygiene and quality of food.
- Explain the importance of keeping preparation and cooking areas and equipment hygienically clean and the impact on the organisation of not doing so.
- Describe the main contamination threats when preparing and cooking dough products.
- Explain how to identify cooked dough products.
- State organisational requirements for the preparation, cooking and storage of basic dough products.
- Clean preparation and cooking areas and equipment hygienically prior to use, according to OHS act specification.
- Given a range of dough ingredients, select the required type, quality and quantity. (Range of ingredients: baking-powder, self-raising flour/plain flour/wholemeal flour, fresh yeast, dried yeast, feta/oil, sugar, eggs, milk or water).
- Given a range of dough and preparation methods, select the appropriate method in accordance with recipes specification. (Range of dough: white dough, wholemeal or wheat meal dough or cornmeal, enriched dough) (Range of preparation methods: mixing, proving, folding, shaping/plaiting, rolling, and glazing).
- Store prepares dough not for immediate use hygienically.
- Prepare the dough suitable for the cooking process.
- Cook the dough according to recipe requirements.



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- Given a range of dough products, finish the cooked products according to recipe requirements. (Range of dough products: scones, muffins, bread rolls, bread loaves, buns or doughnuts, pizza bases, naan or pita bread).
- Store finished dough products not for immediate consumption hygienically.
- Given a situation where a customer is gluten intolerant, describe how to prepare and cook basic dough products that would be suitable.
- Given a buffet where a bread display has to be made, describe how to go about the production of the items for the bread display. (What would it look like)

7762 - Prepare and cook basic rice dishes

- Explain the main contamination threats when preparing and storing rice.
- Explain the importance of the relationship between time and temperature when preparing basic rice dishes in terms of costs, customer satisfaction, food hygiene and quality of food.
- Explain the importance of keeping preparation and cooking areas and equipment hygienically clean and the impact on the organisation of not doing so.
- State organisational requirements when preparing, cooking and storing rice dishes.
- Clean preparation areas and equipment hygienically prior to use and comply with the OHS act.
- Given a range types of rice, select the required type, quality and quantity of rice and other ingredients .(Range of types of rice: brown rice, long grain, short grain, wild rice,mealie rice, basmati rice, jasmine rice).
- Given a range of other ingredients ,combine the rice and other ingredients ,then prepare and cook according to recipe specifications.(Range of other ingredients:vegetables,stock,cheese,herbs/spices,eggs,fish/shellfish,meats).
- Finish, garnish and present the prepared rice dishes. (Range of rice dishes: boiled/steamed, risotto, fried rice.)
- Store the finished rice dishes not for immediate use hygienically.
- Clean preparation and cooking areas and equipment correctly after use.
- Given a range of problems with production, describe what action to take and give reasons for that choice.(Range of problems with production: scalds or burns, equipment failure, weevils in rice, right type of rice for dish unavailable ,insufficiently cooked rice, bunt rice, too much water used while cooking rice)
- Complete all work in an organised and efficient manner taking account priorities and deadlines.
- Given a situation where rice risotto has to be prepared for a function of 1 000 people, describe how performance would be adapted when cooking the rice.
- Given a recipe that requires the use of white rice, describe the difference in cooking procedures if only brown rice was available.



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7754 - Prepare and cook basic fish dishes

- Describe the various methods of checking for fresh fish.
- Describe the main contamination threats when preparing, cooking and storing fish and their impact on the organisation.
- Explain the relationship between time and temperature when cooking fish dishes.
- Explain the importance of keeping preparation, cooking and storage areas and equipment hygienically clean.
- Explain how to identify cooked fish dishes.
- State organisational procedures for the preparation, cooking and storage of fish dishes.
- Clean preparation areas, equipment and cooking areas hygienically prior to use and in accordance with OHS act specifications.
- Given a range of fish, select the required type, quality and quantity. (Range of fish: sole, kingklip, calamari, trout or similar fish or line fish).
- Given a range of preparation methods, prepare fish correctly using appropriate methods in accordance with menu specifications. (Range of preparations methods: washing, trimming, gutting, filleting, portioning, descaling, skinning).
- Combine prepared fish with other ingredients ready for cooking.
- Prepare appropriate cooking equipment ready for use.
- Given a range of problems with production, describe what action to taken and give reasons for that choice. (Range of problems with production: injury, equipment breakdown, fish has freeze burn, shortage of fish, fish not fresh, overcooked fish, burnt fish).
- Given a range of cooking methods, cook the fish dishes according to recipe and menu specifications. (Range of cooking methods: baking, gridding or braaing, frying, poaching or boiling, steaming.)
- Finish and present fish dishes according to customer and dish requirements.
- Clean preparation and cooking areas and equipment correctly after use.
- Store prepared dishes not for immediate consumption hygienically in accordance with OHS act specifications.
- Complete all work in an organised and efficient manner taking account of priorities and deadlines.
- Given a range of hot and cold fish dishes, identify appropriate garnishes to be used in a range of establishments (Range of establishment: fast food restaurant, hotel with buffet-style service, a la Carte restaurants, canteens cafeterias).
- Describe how performance would be adapted when preparing a poached fish for a patient in hospital.

7811 - Prepare and cook vegetable protein dishes

- Describe the main contamination threats when preparing and cooking vegetable protein dishes.



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- Explain the importance of the relationship between time and temperature when cooking vegetable protein dishes in terms of the impact on food hygiene and quality of food.
- Explain the importance of keeping preparation, storage and cooking areas and equipment hygienically clean and the impact on the organisation of not doing so.
- Explain the advantages of using TVP as meat extenders/substitutes.
- State organisational requirements when preparing and cooking basic vegetable protein dishes.
- Clean preparation ability and cooking areas and equipment hygienically prior to use and comply with organisational requirement.
- Select dish ingredients of the types, quality and quantity required.
- Given a range of vegetable protein, combine correctly with other ingredients in accordance with customer requirements.(Range of vegetable protein: reconstituted textured vegetable protein(TVP))
- Given a range of cooking methods for vegetable protein dishes, select appropriate methods in accordance with recipe specifications.(Range of cooking methods: grilling, braaing, boiling, braising, stewing, shallow frying, stir frying).
- Finish the vegetable protein dish and present attractively.
- Clean preparation and cooking areas and equipment correctly after use.
- Given a range of problems with production, decide what action it take and give reasons for that choice. (Range of problems with production: burns, equipment failure, insufficient stock, burnt vegetable protein, over spiced).
- Complete all work in an organised and efficient manner taking account of priorities and deadlines.
- Given a situation where a customer does not eat red meat but does not want to attract attention to himself, describe how to prepare and cook a vegetable protein dish suitable for a la carte service.
- Given a limited budget, explain how to extend meat dishes by using textured vegetable protein.

7799 - Maintain a safe working environment.

- Describe legislative and company procedures to maintain a safe working environment.
- Stress the importance of maintaining a safe working environment for staff and customers and explain the cost organisation of not doing this.
- Describe safety procedures for avoiding accidents in the work place.
- Describe safety and evacuation procedures, (including the nominated assembly point) in the event of a fire.
- Locate and identify safety and emergency signs, and ensure everyone observes them.
- Identify hazards or potential hazards and follow the appropriate procedures.



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- Display a list of safety and emergency telephone numbers at a known point.
 - Identify the first aid officers and first aid boxes.
 - Given an accident, contact the responsible first aid officer and assist the person within own area of responsibility.
 - Given a small fire, locate and use the appropriate fire extinguisher.(range of fire extinguishers: carbon dioxide ,foam ,powder, fire hose, fire blanket).
 - Given a large fire, raise the alarm and follow the correct evacuation procedure.
 - Given an accident involving staff and/or customer, decide what action to take and explain why.(range of accidents:fall,faint,slip,drop items, spill food/drink).
 - Describe emergency situation when normal procedures would not be followed.
 - Given a different service sector, describe how performance would be adapted around safety.
-
- **7800 - Maintain health, hygiene and a professional appearance**
 - Describe legislative and company procedures for dress codes and personal hygiene.
 - Stress the importance of maintaining good personal hygiene standards.
 - Explain the importance of a maintaining a professional appearance and how this enhances the company image and staff identification.
 - Describe the procedure that should be followed when one is sick.
 - Wear clean, smart and appropriate clothing and explain what is appropriate and why.
 - Maintain personal cleanliness and hygiene according to company policy. (Range of personal hygiene: regular bathing/showering, deodorant, washing hands, smoking, cleaning teeth)
 - Trim hair, moustaches and beards and keep nails short and clean.
 - Wear jewellery and cosmetics strictly in accordance with company policy.
 - Given a range of illnesses, decide whether or not to interact with people and why. (Range of illnesses: flu, chicken pox, measles, mumps, headache, migraine, and diarrhoea).

7637 - Maintain hygiene in food preparation, cooking and storage areas

- Explain the importance of following health and safety procedures when lifting and storing food deliveries.
- Explain the importance of following hygiene procedures when storing food.
- Describe ways to detect signs of pest infestation and the impact this has on hygiene.
- Explain the reasons for a high standard of personal hygiene when handling and storing food.
- Stress the importance of covering cuts and grazes and reporting any illness.
- Explain the importance of ensuring waste bins are kept covered at all times.
- Describe the reasons for maintaining storage areas and equipment hygienically.
- List the types of high-risk food and the importance of storing, preparing and cooking them correctly.



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- Explain the effect of time and temperature when storing and cooking food and the impact on food hygiene.
- State the reasons why health and safety procedures must be carefully followed.
- Identify times when is it essential to wash hands.
- Describe procedures for correctly defrosting food.
- Given a range of unhygienic activities the reasons for washing hands with antiseptic soap are explained.(Range of unhygienic activities: handling waste, food-waste, visiting toilets, handling unwashed fresh foods ,smoking, handling cleaning fluids/materials).
- Given a range of deliveries of food items, different food types are stored in a particular area and reasons are explained.(Range of food items: meat, poultry, fish, dairy products, vegetables, fruit, eggs, dry goods, breads)(Range of food types: ambient, chilled, frozen, cooked, uncooked).
- Procedures for ensuring that food preparation-and cooking areas equipment are maintained in a clean hygienic condition are demonstrated and the importance of doing this is described.
- The reasons that food items are prepared, cooked and stored under correct conditions according to food types are explained.
- Waste food is removed from preparation are promptly and the importance of keeping waste bins covered and away from food preparation and cooking areas is described.
- Given a range of problems, a decision is made and reasons are given.(Range of problems: problems with deliveries, faulty freezer ,broken packaging, dented tins, thawing food.

7796 - Maintain a secure working environment

- Describe national/provincial/company procedures to maintain a secure working environment.
- Explain how to maintain a high level of security for staff and customers, and describe the impact on the organisation of not doing this.
- Describe security procedures to avoid and/or handle violent situations.
- Explain the importance of securing unauthorised areas from customer access.
- Given a violent situation, identify the perpetrators and use the correct procedure for reporting and display appropriate conduct.
- Report suspicious items following the correct procedure.
- Demarcate customer and staff areas separately and secure against unauthorised access.
- Secure storage areas against unauthorised access and give reasons for doing this.
- Given an organisation in a different province or country, describe the way in which performance would be adapted.



7660 - Prepare vegetable for hot and cold dishes

- Explain why vegetables must be washed before preparation.
- Stress the importance of keeping vegetable preparation, storage areas and equipment hygienic.
- State company procedures for the storing and preparation of vegetables.
- Identity points for quality /freshness of vegetables and stress the importance of using only fresh vegetables.
- Clean preparation areas and equipment, and describe the procedures.
- Given a range of vegetables ,choose the correct preparation method and give reasons (Range of vegetables: roots e.g. carrots, tubers e.g. potato, bulbs, onions, leaves, spinach, lettuce, stems, celery, vegetable fruit, tomato, peppers, pods & seeds ,peas,beans,flowerheads,broccoli,cauliflower,squashes,butternut,pumpkin,marrow)
- (Range of preparation methods: washing, peeling, slicing, chopping, trimming)
- Prepare vegetables using correct methods.
- Put prepared vegetables in the correct containers and store appropriate.
- Garnish salads and explain the importance of doing this.
- Clean preparation areas and equipment after use.
- Describe decisions made and reasons for action taken in response to unexpected situation.
- (Range of unexpected situations: injury, insufficient or damage vegetables, blunt knife, unsanitised chopping board).
- Complete work in an organised and efficient manner.
- Describe how vegetables would be prepared and stored in a different type of establishment.

7705 - Handle and maintain knives

- Stress the reasons that knives should be kept sharp and explain how blunt knives can impact on safety and performance.
- Describe procedures for handling knives and emphasis the safety aspects.
- Identify different knives and explain their purpose.
- Clean and sharpen knives.
- Select the correct knife for the task and explain the importance of doing this.
- Secure cutting surfaces safety; check they are clean and ready for use.
- Handle knives safety, and explain safety aspects.
- Cut food items using the correct cutting technique.
- Describe decisions made and reasons for action taken in response to unexpected situations.(Range of unexpected situation: injury, blunt knife ,broken knife, incorrect knife)
- Complete work in an organised and efficient manner and meet schedules.
- Given a full set of knives, identify the different knives and explain their purpose. Describe how performance would be adapted if faced with a job(e.g. Carving)and none of the knives available was correct for the purpose.



11235 - Maintain effective working relationships with members of staff

- State company procedure for resolving conflict within the department/organisation.
- Explain the importance of having an effective communication system within the department/organisation.
- Define own area of responsibility and work priorities.
- Explain the reporting levels and lines of authority within the department.
- Describe the interrelationship between good working relationships and productivity.
- Treat other staff members (including colleagues in own department and colleagues from other departments) in a polite and helpful manner and explain why this is important.
- Given a range of conflict situations decide which procedures to follow and give reasons for this decision.
- Demonstrate the communication system (verbal and written) between departments and explain why it is important to ensure it is maintained.
- Given a range of difficulties that affect one's ability to meet own responsibilities, seek help from the appropriate person and take corrective action.
- Given a specific workload, prioritise work and give reasons why this order is selected.
- Given an entirely different field (e.g. banking, retail or tourism), describe how performances would be adapted.
- Develop a strategy for improving communication within the department and with other departments.
- Describe strengths and weaknesses in the current job role as seen against current job role requirements.
- Describe career aspirations.
- Given the organisation, describe types of development activities/ programmes available and explain the advantages/disadvantages of these.
- Explain the reasons for reviewing progress regularly against the development plan.
- Identify current competence and potential areas for development in conjunction with the line manager and design a development plan. (Range of current competence and potential areas for development: against national qualifications/ unit standards, against in-house standards)
- Given the identified training needs, design a development plan to meet those needs, (taking available resources into account) and identify and analyse internal/external factors that may impact on the plan.
- Given the development plan, identify priorities, objectives and time frames that are consistent with achievement of relevant qualifications or in house development programmes.
- Agree with management on time and resources needed to achieve objectives.



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- Given management's support and feedback, monitor own activities and meet agreed priorities, review progress and performance to achieve set objectives and use feedback as a basis for future development.
- Given a range of problems associated with the completion of the development plan, develop potential solutions. (Range of problems: inability to meet objectives, lack of management support etc.)
- Identify alternative areas for self-development that may not be work related and describe how the principles for preparing a development plan apply

7793 - Describe layout, services and facilities of the organization

- Explain the importance of staff knowing all facilities and services and describe the link with professional conduct
- Describe the interrelationship between product knowledge and customer service
- Explain the importance of selling available services to customers and how this enhances revenue for the organization
- Describe the roles, responsibilities and interrelationships of different departments
- Given different departments, describe the roles of the people of the people working in the department as well as lines of communication within the department
- Identify and locate the different facilities, departments and services
- Given a customer with a specific request, decide what information to give the customer and explain why

7748 - Handle and Store Food

- Explain the importance of ensuring that food is stored correctly while being thawed.
- Explain why various goods must be stored separately.
- Explain the importance of securing storage areas from unauthorised access.
- Explain why different storage areas are used to store different types of foods.
- State organisational requirements for handling and storing different food types.
- Store various cooked and uncooked food items following organisational procedures. (Range of food items: meat, poultry, fish, fruit, vegetables, eggs, bread items, cakes and biscuits, dairy items, dry goods) (Types of storage: room temperature, chilled, frozen)
- Handle food items, ensuring that the packaging remains undamaged. (Range of packaging: cans, bottles or jars, packets, boxes, crates, bags or sacks)
- Thaw frozen food demonstrating the correct procedure.
- Keep storage areas clean, tidy and free from refuse and secure from unauthorised access.
- Given a range of unexpected situations, decide what action to take and give reasons for that choice. (Range of unexpected situations: injury, dented cans, split packaging, thawing food faulty fridge/ freezer)



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- Complete all work in an organised and efficient manner
- Given any other hospitality environment, describe how performance would be adapted

7755 - Prepare and cook basic hot and cold desserts

- Explain the importance of keeping preparation, cooking and storage areas and equipment hygienically clean and the impact on the organisation of not doing so.
- Explain the importance of the relationship between time and temperature when cooking cakes and biscuits in terms of costs, customer satisfaction, food hygiene and quality of food.
- Describe the various preparation methods and give reasons for their suitability.
- Describe the main contamination threats when preparing, baking and decorating basic cakes & biscuits.
- State organisational requirements for preparation, cooking, decorating and storing basic cakes and biscuits.
- Clean preparation areas and equipment hygienically prior to use according to OHS act specifications.
- Select the required type, quality and quantity ingredients.
- Given a range of mixture and preparation methods, select the appropriate method according to recipe specifications. (Range of mixture: cake, biscuit, sponge) (Range of preparation methods: creaming, beating, whisking, folding, rubbing in, melting)
- Store prepared mixture not for immediate use hygienically.
- Given a range of containers and preparation methods, use appropriate methods in accordance with product requirements. (Range of containers: tins, trays) (Range of methods: lining with grease / oil, lining with grease proof / rice paper, flour)
- Select the required type, quality and quantity of cake and biscuit mixtures.
- Prepare the mixture suitably for the cooking process according to product requirements.
- Given a range of finishing, cook cakes and biscuits and finish them in accordance with recipe specifications. (Range of finishing: turning out, cooling, spreading and rolling (Swiss roll))
- Given a range of decorations and fillings, select the required type, quality and quantity of ingredients. (Range of decorations/ fillings: glaze icing, butter cream, whipped cream, chocolate, custard, fruit fillings / fresh fruit, jam, dusting)
- Prepare fillings and decorations suitably for cake and biscuit decoration.
- Decorate products using appropriate methods.
- Store finished cakes and biscuits not for immediate consumption hygienically.
- Clean preparation areas and equipment correctly after use.
- Given a range of problems with production, decide what action to take and give reasons for that choice. (Range of problems with production: oven not working properly, ingredients unavailable or of inferior quality, cakes have risen unevenly, cakes have not risen, cakes



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have a dry, heavy crust, cakes stick to tin, biscuit dough is too soft to handle, burnt cakes or biscuits).

- Complete all work in an organised and efficient manner taking account of priorities and deadlines.
- Given a situation advising very short notice of a wedding function, describe how performance would be adapted in producing a suitable wedding cake, considering that fruitcakes need to stand for a considerable period before they can be iced and decorated.
- 22. Given a tea trolley, describe how performance would be adapted to produce suitable cakes and biscuits.

7816 - Clean food Production areas, equipment and utensils

- Explain the importance of handling and disposing of waste correctly in terms of the impact on hygiene.
- Explain the importance of identifying and selecting the correct cleaning materials for different types of surfaces and equipment.
- Explain the reasons for turning off equipment before dismantling and cleaning and the impact on safety.
- State company procedures for cleaning food production areas and equipment.
- Clean sinks and hand basins and ensure they are free flowing in accordance with organisational requirements.
- Clean a range of surfaces demonstrating the correct procedures. (Range of surfaces: metal, wall tiles, painted, glass, floor tiles or vinyl or linoleum floor coverings, laminated surfaces)
- Clean all areas using correct procedures. (Range of areas: floors and walls, drains, gullies, traps, shelving, cupboards and drawers)
- Use correct cleaning equipment and materials and explain why these materials are used.
- Clean and store equipment after use demonstrating the correct procedures.
- Dispose of refuse and waste food correctly and ensure containers are clean and ready for use.
- Switch off food production equipment, then dismantle, clean and reassemble correctly. (Range of food production equipment: ovens, hobs and ranges, griddles or grills or salamanders, fryers, bain-marie or hotplates, mixers and slicers)
- Store equipment correctly after cleaning and explain the importance of doing this.
- Given a range of unexpected situations, decide what action to take and give reasons for that choice. (Range of unexpected situations: injury, problems with cleaning equipment or supplies, equipment failure)
- Complete all work in an organised manner.
- Given a different type of hospitality establishment describe how performance would be adapted.



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7768 - Prepare and cook basic pastry dishes

- Explain the importance of the relationship between time and temperature in the preparation and cooking of fresh pastry.
- Explain the importance of allowing pastry to rest before using.
- Describe the main contamination threats when preparing, cooking and storing pastry dishes.
- Explain how to identify cooked pastry dishes.
- Explain the importance of keeping preparation, cooking and storage areas and equipment hygienically clean and the impact on the organisation of not doing so.
- State organisational requirements when preparing, cooking and storing fresh pastry.
- Clean preparation areas and equipment hygienically prior to use and comply with OHS act specifications.
- Given a range of types of pastry, select the required type, quality and quantity ingredients according to recipe specifications. (Range of types of pastry: short, sweet, puff, choux)
- Given a range of preparation methods, select and use the appropriate methods. (Range of preparation methods: mixing, folding, kneading, rolling, resting, cutting, shaping, glazing)
- Store prepared pastry not for immediate use hygienically.
- Select the required type, quality and quantity pastry and dish ingredients.
- Combine pastry correctly with other ingredients and cook in accordance with recipe specifications.
- Given a range of pastry dishes and finishing methods, select the appropriate method and present dishes for immediate consumption. (Range of pastry dishes: pies or pasties, sausage or vegetarian rolls, tarts or flans, vol-au-vents or bouchées) (Range of finishing methods: dusting, piping, filling)
- Store pastry dishes not for immediate consumption hygienically.
- Clean preparation areas and equipment correctly after use.
- Given a range of problems with production, decide what action to take and give reasons for that choice. (Range of problems with production: burns, oven temperature too high, water content of butter is too high, butter is rancid, pastry doesn't rise, pastry not cooked through, burnt pastry, pastry heavy and doughy)
- Complete all work in an organised and efficient manner taking account of priorities and deadlines.
- Given a cocktail party where guests will be standing and require finger food, name suitable pastry dishes for such an occasion.
- Given an A la Carte restaurant with a dessert trolley, describe suitable pastry dishes which would be easy to serve and not spoil on a dessert trolley.
- Given a customer who requests a 'high tea' describe how performance would be adapted in producing suitable pastry dishes.



7809 - Prepare and cook basic fruit dishes

- Describe the main contamination threats when preparing and cooking fruit dishes.
- Explain the importance of the relationship between time and temperature when cooking fruit dishes in terms of food hygiene and quality of food.
- Explain the importance of keeping preparation and cooking areas and equipment hygienically clean and the impact on the organisation of not doing so.
- Explain how to identify cooked fruit dishes.
- State organisational requirements when preparing and cooking fruit dishes.
- Clean cooking areas and equipment hygienically prior to use and comply with OHS act specifications.
- Given a range of fruit, select the required type, quality and quantity. (Range of types of fruit: hard fruit, citrus fruit, stone fruit, soft fruit)
- Prepare fruit suitably for the cooking process.
- Combine fruit with other ingredients in accordance with recipe specifications.
- Given a range of cooking methods, select the appropriate method in accordance with recipe specifications. (Range of cooking methods: Baking, boiling, stewing, poaching, steaming, deep frying)
- Finish and present the fruit dish in accordance with customer requirements.
- Clean the cooking areas and equipment correctly after use.
- Given a range of problems with production, decide what action to take and give reasons for that choice. (Range of problems with production: cuts or burns, insufficient stock, fruit still hard, fruit over cooked, fruit green or over ripe)
- Complete all work in an organised and efficient manner.
- Given a situation where fruit for fruit baskets and displays has started deteriorating in quality and appearance, describe how to utilise this fruit.
- Describe how to adapt performance in the preparation and cooking of fruit for a dessert trolley or buffet

Learners

Throughout the programme learners are exposed to various settings, including workplace experience which will leave an everlasting difference.

Learners will develop a wide range of subject-specific knowledge and attain specified levels of practical skills.

Learners will be mentored positively by their trainers

Learners will return to their local communities with knowledge and practical skills that will have a radical impact in transforming their communities.



Learners will be equipped with the best knowledge, in different sectors to make a meaningful contribution towards the improvement of their living standards.

G&D METHODOLOGY

We have a very inter - active approach to learning; learners are at all times engaged with different activities;

Methods used during lessons			
Brainstorm	Story telling	Case studies	Lecturing
Discussion	Debate	Role Play	Question and answer

For all training sessions we use specific equipment:

- Videos
- data projector, sound equipment
- Equipment
- Manuals

Assessments and Moderations

The administrative staff of G &D, assessors and moderators are responsible for the necessary assessments and moderations.

Moderations

The moderator will form an integral part of the whole programme. Moderators will make regular visits. Moderation of at least 10% of assessments will take place.

Workplace activities

We cover all aspects during the classroom. The formative assessment process is very important to lay the foundation for the however we follow up with workplace training. The learners need to do 70% workplace training

- Workplace logbooks
- Workplace activities
- Observation checklist

Feedback

Feedback will be given to funders as required.

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Quotation

To: **Supply Chain Management**

Cape Winelands District Municipality
29 Du Toit Street Stellenbosch
Tel no 0861 265 263

Date: 04 January 2021

Quotation No.:2432

Tender no : T 2020/046

Accreditation nr: CATHHSETA/Theta 613/P/000137/2009

Course Name: Culinary Training

DATE	DETAILS	LEARNERS	DAYS	AMOUNT
January 2020	Culinary Training	1	40	R320,00x40X1
			Sub	Total
				+Vat
				TOTAL
				R12 800.00
				R 1 920.00
				R14 720.00

This Quotation include all items requested on tender document



G&D
GUESTHOUSE
& TRAINING

G&D Guesthouse and Training

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CUSTOMER SERVICE TRAINING PROPOSAL



Quotation Number: FQ/SM 253/18



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PROGRAMME CUSTOMER CARE LEVEL 4 CATHSSETA ACCREDITED

Introduction

South Africa's 2012 tourist growth rate exceeded the United Nations World Tourism Organisation's (UNWTO) estimated global tourist growth rate of 4%. "These" statistics are proof of our constant growth in tourism. South Africa is well known for its hospitality and friendly people and this is emphasized on all major tourism websites. For example the following advertisement on the South African tourism website: *"wherever you go and get in touch with our wide variety of fascinating cultures and local traditions. Our people are ready to show you our country's natural wonders, draw you into the rhythm and soul of Africa, give you close encounters with our regal wildlife and take you on an unforgettable journey through our ancient and recent past"*.

It is in all aspects clear that South Africa, and especially the Western Cape have the ability to maintain a constant growth in tourism, however government and tourism businesses realise that in order to deliver and maintain the positive growth we need to improve service delivery. The tourism and hospitality sector is the fastest growing sector in the Western Cape; it is the area where many local people are working in, as it covers different levels of jobs. Tourism businesses are the current generator of jobs for many local people, but many of the communities need to be educated in the importance of tourism for our local economy. In order for the tourism sector to continue with the current growth in tourism we in the Western Cape need to improve and maintain our service - delivery in these fields. In the business sector as well as the tourism market there is an on-going need for highly skilled personnel in the field of **Customer Service**. The area of customer service that needs to be developed, relates to soft skills such as business etiquette, customer care, and service attitude.

"The secret of joy in work is contained in one word - excellence. To know how to do something well is to enjoy it." --**Pearl Buck**

According to Cathsseta the key objective of the customer training is to enable staff and management to better serve their organisations and also their customers. Good Customer Service is an essential element in the success of any business operation, and it is clear that within every company, management



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and staff should put their customers at the heart of their business. Great customer service also represents great business as it leads to fewer dissatisfied customers, fewer mistakes and lower operating costs. To be successful in the workplace though:

"Companies that invest in their employees' professional and personal development will gain competitive edge over their rivals and a more committed workforce" (Mike Jeram, National Secretary of Business and the Environment, Unison

With ongoing effective training of their staff companies will reap the benefits and become more effective, independent and competent. It is important to realise that better equipped and motivated employees, will be more productive in the workplace. All staff needs to be aware of the meaningful role they play in helping the company building up a long-term customer base, a loyal customer base and improving relationships with customers. To succeed, every business needs to take a customer-centric approach and build good relationships with their customers based on trust. Developing loyal customers begins with developing a **team** who understand the importance of customer-focused service and care about the total customer experience. Loyal customers come back time and again; and promote your business through word of mouth recommendations. Additionally, with required training, employees are likely to stay longer and add further value to their company.

As a Cathsseta service provider we follow the required guidelines and principles as laid out by this statutory body. This training provides skills, knowledge and attitudes for any individual who is involved in the Operational and/or Strategic and Management function in any organisation or business in any sector. The NQF Level 4 customer care programme will give learners an opportunity to gain a qualification, which will allow them to continue with their development in future.



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"Educating Today For A Brighter Tomorrow"

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Cathsseta requirements: Participants are supposed to take away the following from participating in this training intervention:

- Seek to provide a seamless service for customers
- Provide equal and easy access to services at a time, place and channel that meet the needs of clients
- Cater for customers' needs irrespective of age, gender, physical or financial ability, ethnic origin, race, religion or geographical location
- Provide a prompt, courteous and knowledgeable response to all customer enquiries.
- Equip staff to provide customers with an excellent standard of service
- Enable customers to provide feedback easily, through complaints, customer surveys.
- Use customer compliments, comments and complaints to drive improvements to service
- Improve the speed, quality and consistency of response to enquiries by having information in a format that can be easily accessed
- Integrate customer care into mainstream service provision
- Continually increase the level of resources going into front line services

With this proposal, our team of professionals would like to assist the department in imparting the required knowledge and soft skills into the different communities and are in all aspects capable and suitably qualified to present the level 4 Customer care skills programme.(see company profile)



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Mobile Training

As a Cathsseta training service provider we are currently working in many local areas and communities and are well known, for working on grass root level. We are aware of the needs of the different communities, and our facilitators have the experience and the coming from the same background, we know how to deal with local communities.

Being in the field of mobile- or localise training for the past nine years we have assisted many marginalized people and our system of taking training to communities has given us the opportunity to work all over South Africa. This has clearly given more people greater access to various types of training.

Coming from a tourism background, and as experts in the field of training and development we are more than equipped to train customer care in all of the different areas. For the past ten years we have played a significant role in educating many communities.

THE RECRUITMENT PLAN (if required)

If required recruitment can also be handled by our institution (committee of trainers and admin people); our team will work closely with the local municipalities, tourism businesses, tourism offices, communities and all the important role players. We will consider all the tourism businesses in the surrounding areas, and ensure that we include learners from all economically disadvantaged areas.



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We will work closely with the department to ensure that all etiquette and protocols are followed. We will ensure that we have the required number of learners. Personal interviews will be conducted with all prospective learners; in all areas and participants will get an opportunity to present themselves. This process is used to identify personal learning needs and also their language ability. Screening of learners' abilities is required to identify the literacy and numeracy levels, and also the learning support needs of learners as well as assist in analysis of learners' preferred learning styles. The recruitment process will assist with programme development and will help the programme team to handle the challenges in a positive way.

We are very knowledgeable and experience within the hospitality sectors and have the ability to recruit learners that is not only hard working but have the passion for the tourism sector. We are experienced in recruiting learners and also training local communities as stated in our attached track record.

THE TRAINING PLAN INCLUDES THE FOLLOWING:

Learner enrolment and registration of learners

We will provide learners with a face to face interview at first. This first personal interview is very important as to provide the learner with all the necessary information regarding the programme. After the successful interview process the required amount of learners will be chosen. A first meeting will be conducted with the group where all learners will receive their enrolment number. With personal efforts we will stabilise the learners and ensure that their attendance are regular. After the first week and with dedicated attendance; our administration officer will ensure that all learners are successfully registered on the Cathsseta database. After successfully completing the unit standards the learners will be registered per unit standard.



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Induction of learners

Facilitators, assessors and moderators will be responsible for the induction session. This session is of utmost importance. There will be thorough explanations of every detail in the induction booklet; learners will not only understand the benefit of this course, but also their role and specifically what is expected of them during the course.

Training Methodology

Customer service and Conflict Management is one of the most important fields in today's world. Companies and organizations of all kinds have to make sure that the people they serve are well taken care of today because customers have high expectations due to global commercial culture's insistence on customer care.

Learners for this course need to be very well trained, in order to deliver future requirements. Sharp customer service skills can be learned. Every company need to realise that a skilled workforce is a major asset and should be a key area of investment for future performance.



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OUTCOMES OF CUSTOMER SERVICE LEVEL 4

Our Training plan will cover the required unit standards

Unit standard ID	Unit standards	Level	Credits
260178	Relate diversity to customer service	Level 4	5
7703	Provide Customer Information and Book External Services	Level 3	2
7710	Deal with the Arrival of Customers	Level 3	2
7789	Provide Customer Service	Level 4	8
8480	Introduce South Africa to tourists	Level 4	7
Credits 24- Customer Service Level 4			

260178 - Relate diversity to customer service

- ✓ Analyse important issues relating to diversity.
- ✓ Demonstrate an awareness of the need to accommodate diversity and special needs in a service environment.
- ✓ Plan for diversity and special needs in a service environment.

7703 - Provide Customer Information and Book External Services

- ✓ Demonstrated knowledge and understanding
- ✓ Explain why it is important to give accurate information and how inaccurate information impacts on the company, the customer and the service provider.
- ✓ Explain the importance of a good general knowledge and the ways it helps the guest.
- ✓ Describe different sources of information and explain their use.
- ✓ Describe different ways of contacting service providers.
- ✓ Demonstrated ability to make decisions about practice and to act accordingly
- ✓ Attend to customers with minimum delay and in a polite and friendly manner and explain the importance of this.
- ✓ Given a range of inquiries, identify the customers' needs correctly and use appropriate sources of information to provide customers' with accurate information. (Range of sources of information: maps, timetables, directories, guides, organisations contacted by telephone) (Range of information: directions, travel information, local information, guest services, telephone numbers)



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- ✓ Arrange booking for external services following correct procedure and explain the importance of doing this promptly. (Range of external services: transport, restaurant reservations, items to be delivered from external organisations)
- ✓ Keep supplies and displays of customer information well maintained and current.
- ✓ Given a range of unexpected situations decide on what action to take and give reasons for that choice. (Range of unexpected situations: special customer requests, rude/aggressive customers, tour fully booked, no booking found, cannot meet customer needs)
- ✓ Carry out all work in an organised and efficient manner.
- ✓ Demonstrated ability to learn from our actions and to adapt performance
Given a different type of establishment, (game lodge, bed and breakfast, and five star establishments) describe ways of providing customer information and booking services

7710 - Deal with the Arrival of Customers

- ✓ Explain the importance of obtaining documentation correctly completed by the guest in terms of the legal requirements and impact on safety for the establishment.
- ✓ Explain why a good knowledge of services and facilities is required and how this affects the promotion of the establishment.
- ✓ Explain the importance of distributing guest arrival information to other departments.
- ✓ Explain why it is important to greet guests in a welcoming manner, in terms of professionalism.
- ✓ Explain the reasons for establishing credit details from a guest in accordance with organisational requirements.
- ✓ Greet customers and interact with them in a polite and friendly manner at all times and explain the importance of doing this.
- ✓ Given a range of services/ facilities, identify the guest's requirements correctly, determine the availability of the services and communicate this information clearly to the customer. (Range of services and facilities: sleeping accommodation, function, conference, exhibition rooms, leisure)
- ✓ Offer and specify alternative services and invite guests to make a booking.
- ✓ Make a booking using a manual or computerised system.
- ✓ Complete the registration documentation correctly.
- ✓ Given that a guest does not have a booking, decide on the method of payment in line with company credit procedures.



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- ✓ Promote the establishment's services and facilities at all appropriate times and explain the importance of doing this.
- ✓ Prepare guest's information before arrival and explain why this is important.
- ✓ Retrieve customer's booking details from the booking system and check details with the customer.
- ✓ Given a range of problems, decide what action to take to solve the problem and give reasons for that choice. (Range of problems: equipment/system failure, error in booking dates)
- ✓ Carry out all work in an organised and efficient manner.
- ✓ Given a different type of establishment (B&B, 2 star hotel, resort hotel) describe how performance would be adapted when dealing with the arrival of guests.
- ✓ Given a range of guests (rude/aggressive guests, inebriated guest/guest with no booking found, but made in advance), describe how performance would be adapted when dealing with such guests.

7789 - Provide Customer Service

- ✓ Determine the requirements of a customer; treat them in a polite and friendly manner in order to improve customer care in accordance with organisational requirements.
- ✓ Deal with customer complaints in accordance with organisational requirements.

8480 - Introduce South Africa to Tourists

- ✓ Use basic information on South Africa and a local area to enhance a tourist's experience
- ✓ Suggest and recommend alternative arrangements for clients based on changes in information
- ✓ Advise clients on appropriate behaviour based on knowledge of the context
- ✓ Access sources of information in order to provide a service to clients



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G & D APPROACH TO CUSTOMER SERVICE

For us most customer service is defined by how a company or organization treats "external customers," but there is "internal customer service" as well. One shared aim among all companies or organizations that provide good service is the development of a system and attitude promoting customer friendly service. With "customer friendly" we view the customer as the most important part of your job. The cliché, "The customer is always right" is derived from this customer friendly environment. We believe that customers want someone to take care of them, understand their needs and help to answer them. They need someone to hold their hands and walk them through a process. Customer service starts with the ability to listen to the customer and find out through polite questioning what he/she needs or wants. The following two critical aspects will form an integral part in the training program; Communications & Relationships

Learners will realise that their main task is to form successful customer relations through communication. Our core training will also explain that customers, buyers and clients want to pay a fair price for quality service or products, and feel satisfied they have paid for a service/product and received what they have paid for in return. Learners will learn the value of a skilled workforce. A major asset for any business should therefore be investment in their staff component. This will be a key area for future performance. Ongoing training for employees is a must, however coaching by existing staff can also work well, learning from the experience of others is sometimes the best way to acquire a new skill. All of these aspects are well included in the programme.



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During the course the learner will acquire the following **SOFT SKILLS AND KNOWLEDGE:**

Personal Traits	The importance of the Customer	Communication Skills	Team Work	Company Knowledge
Patience	An understanding of why customer service is important	Communicating effectively with customers - Using the telephone - In writing - Online	Working with team members	Understanding of the company systems and process
Management of Personal Emotions				
Openness	Caring for customers; empathizing and helping	Effective listening	Problem solving Self-motivation	Product knowledge
Kindness	Dealing with angry customers	Clear Verbal Communication	Questioning techniques	Presentation skills
Helpfulness	Handling complaints		Handling stress	Assertiveness techniques
Relationships building Pleasant voice	Identify ways to continuously improve customer service			Ability to Memorize Protocol and Guidelines

The above content and soft skills of characteristics and qualities will therefore be explained through different methodology.



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G&D METHODOLOGY

We have a very inter - active approach to learning; learners are at all times engaged with different activities;

Methods used during lessons			
Brainstorm	Story telling	Case studies	Lecturing
Discussion	Debate	Role Play	Question and answer
	Videos	Group work	Question and answer session
Assessment	However can also be individual		

The Programme is practical, interactive and participative in facilitation style. Our practical hands on methods are very effective and will engage all learners.

- Participants will be provided with detailed and relevant workbooks, material is customized with real needs and unit standards as the basis.
- The facilitation methodology includes a combination of individual and group work, role plays and case studies, the facilitator will lead discussions. This method ensures an effective link between theory and practice at all levels.
- Learners will work in groups to learn how to effectively work with people; they will individually gain skills while the facilitators guide them in basic processes. The group work will also provide reinforcement of skills as learners will learn from one another as well.
- All projects will be allocated specific time-frames therefore learners will learn efficient time-management skills. The practical nature of the programme is a significant strength, and the learners will highly value the work experience gain and acquire in the programme.
- Assessment and performance tests are done according to the standards as prescribed in the scheme of work. Record is kept of the development of learners' knowledge and skills through the different modules of the programme. For every module there will be test and worksheets and one major assignment at the end of the programme.



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- The learner's acquisition of skills is reinforced through feedback mechanisms, including group critiques, and tested through the assessment process. Frequent formal and informal opportunities for learners to discuss their general progress and voice any concerns regarding the programme.

Contact sessions

The mobile training will take place over a period of Seven days, and facilitators will be in contact with learners for two days to see to Portfolios. Training will take place at the venue of choice that is accessible to all learners. To add to the overall sustainability of the programme the service provider (G&D TRAINING) will provide the infrastructure, resources, manuals, equipment and all the necessary supplies. For example laptop; data projector; printer etc. This skills programme is characterised by a highly supportive learning environment, with a strong rapport between trainers and learners. We will ensure quality training, and as always deliver a high level of service delivering.

For all training sessions we use specific equipment:

- Videos
- data projector, sound equipment
- Equipment
- Manuals

Assessments and Moderations

The administrative staff of G & D is Assessors and moderators also responsible for the necessary assessments and moderations. All learning material will be provided by G & D Training; however we will require learners to complete a portfolio.



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The project will be evaluated and monitored as follows:

During training the learners will be evaluated and monitored, through developed tools.

COURSE WILL BE OVER Seven DAYS	Facilitator ; Assessor and Moderator
Daily	Facilitator ; Assessor
Daily	Moderator will attend session at least once
End of course	Moderator and assessor

Moderations

The moderator will form an integral part of the whole programme. Moderators will make regular visits. Moderation of at least 20% of assessments will take place.

Workplace activities

We cover all aspects during the classroom. The formative assessment process is very important to lay the foundation for the port folios, however we follow up with workplace training. The learners need to do 70% workplace training

- Work place logbooks
- Workplace activities
- Observation checklist

AFTERCARE

Graduated learners will be mentored - follow-up visits, telephone calls, email, written reports, etc.

Feedback

Feedback will be given to funders as required.

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Quotation

To: **Supply Chain Management**

Cape Winelands District Municipality

29 Du Toit Street Stellenbosch

Tel no 0861 265 263

Date: 04 January 2021

Quotation No.:2433

Tender no : T 2020/046

Accreditation nr: CATHHSETA/Theta 613/P/000137/2009

Course Name: Customer Care Training Level 4

DATE	DETAILS	LEARNERS	DAYS	AMOUNT
January 2020	Customer Care Training Level 4	1	5	R4320,00
		Sub	Total	R 4 320.00
			+Vat	R 648.00
			TOTAL	R 4 968.00

This Quotation include all items requested on tender document



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EVENTS MANAGEMENT TRAINING PROPOSAL





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Introduction

The importance of Business events in South Africa

As in many other countries, South Africa is greatly affected by the meetings and events industry, which has a tremendously powerful impact on the country's economy. Whilst leisure is an important component, operators are developing a more diverse offering, driven by business tourism and conferencing. According to the **South African National Convention Bureau**, South Africa hosts about one **million delegates** at business events every year, supporting over 250,000 jobs directly and indirectly in this sub-sector alone. It is apparent that more and more corporates are investing in business eventing, whether it is a business meeting, trade exhibition, gala dinner, an incentive drive or a conference.

Cape Town has once again claimed the number-one spot as a globally competitive business destination. The recent expansion of the CTICC (II) to the tune of R900 million has played an integral role in securing this prestigious recognition. In **2017, 3,400 international delegates experienced Cape Town**, helping grow the economy and creating jobs in the areas of tourism, conferencing and hospitality. Investment teams and streams like the Convention Bureau are hard at work, to attract major events and to make Cape Town the world meeting destination.

During the **Meetings Africa conference 2018**, it was pointed out that business tourism contributed an astonishing R115bn to the South African economy. These business visitors generally spend more than the usual leisure traveller. This money is most commonly spent at hotels, conference centres, restaurants, country clubs, and convention centres. Together with this, some of this money is spent at nearly every unique venue imaginable. It's obvious that corporate event planning and all that goes with it is a big financial boost for our country. While a few larger corporations have business event planners or are contracted with an event planning agency, many other companies (mostly the smaller companies) utilise someone in HR or another department to plan their business event.

The **above-mentioned statistics** are proving that our country have the ability to maintain a constant the growth in tourism, however government and tourism businesses realise that in order to deliver and maintain the positive growth we need to improve service delivery. Tourism businesses are the current generator of jobs



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for many local people, but many of the communities need to be educated in the importance of tourism for our local economy. If people realise the necessity of this sector and their important role and contribution in this regard; we can successfully reach the goal as set out by the NTSS and in 2020 become part of the top destinations. However, in 2007 a report titled Leadership in events management was released by the Department of Environmental Affairs and Tourism (DEAT). This report ranked South Africa's service delivery standards as the lowest in the world. South Africa's lack of customer service did not relate to business processes, but to soft skills such as business etiquette, customer care, and service attitude.

It is in this regard that government and businesses realise that it is important to build up soft skills in local communities and let them grasp their importance in tourism. The Events Management programme is a perfect example of how to improve skills and ensure that learners not only gain credits but also improve their education level. This also presents us, G&D Training with a chance to assist with the development of communities and to add value to our nation.

Trends and tips for business events

Trending for a while now, brands are needing to find new ways of reaching their target markets and this trend continues to grow. The need to connect and socialise is slowly gaining a bigger share of the pie and as a result, meetings and events are growing in popularity.

- **Innovative**
Unique event spaces, different options and numerous features.
- **Flexibility**
Flexibility to work with smaller budgets and shorter lead-times. It is key to be totally flexible.
- **Catering**
Take clients' specific food and dietary requirements into consideration. Various options and cultural groups are important to them.
- **Sustainability**
Take 'going green' seriously when planning an event. Eco-friendly options are a huge thing and must form part of the programme.
- **Technology**
Always endeavour to source free and reliable Wi-Fi for your and your clients' convenience.



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What are business events?

There is a fine line between business events and event shows. Business events must measurably change a combination of asset, liability or equity accounts, otherwise, it is not a business event. There are different types of business events, to name a few:

- Seminars and conferences
- Board meetings and shareholder meetings
- Executive retreats and incentive programmes
- Golf events
- Appreciation events
- Company milestones
- Team-building events
- Product launches

Background

Mobile Training

As a Cathsseta training service provider we are currently working in many local areas and communities and are well known, for working on grass root level. We are aware of the needs of the different communities, and our facilitators have the experience and the coming from the same background, we know how to deal with local communities.

Being in the field of mobile- or localise training for the past nine years we have assisted many marginalized people and our system of taking training to communities has given us the opportunity to work all over South Africa. This has clearly given more people greater access to various types of training.

Coming from a tourism background, and as experts in the field of training and development we are more than equipped to train events management in all areas. For the past Fifteen years we have focused played a significant role in educating many communities.



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AREAS OF TRAINING AND REQUIRED TIMEFRAMES

- Trade shows

What is 'MICE'?

MICE stand for Meetings, Incentives, Conventions and Exhibitions or Events. MICE can be likened to a type of tourism. Tours are usually planned well in advance for larger groups and delegates are brought together for a particular purpose.

Meetings

The coming together of a group of two or more people in one place. This provides them with the opportunity of conferring or participating, in particular activities. There is often a 'frequency' element attached to meetings, for example, annual general meetings, committee meetings, executive board meetings, etc.

Incentives

These gatherings usually form part of a programme which offers delegates rewards, based on previous performance, or promises rewards for future expectations.

Conferences/conventions

Conferences usually take on a smaller module than congresses. They are more selective in character and invite participation from delegates, encouraging an exchange of information, fact-finding and problem-solving. Conferences are usually limited to time, having specific objectives.

Exhibitions/events

Quite simply, an exhibition is a public assembly for the purpose of marketing, celebrations, education and even reunions.

According to Cathsseta the **key objective** of the project is to enable SMMEs to better serve their organisations. Participants are supposed to take away the following from participating in this training intervention:

- Establishing a budget
- Establishing dates and alternate dates for an event
- Selecting and reserving the event site
- Acquiring permits if necessary and coordinating transportation and parking.
- developing a theme or motif for the event
- arranging for speakers and alternate speakers



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- coordinating location support (such as electricity, lighting, audio-visual and other utilities)
- arranging décor and tables, chairs, tents
- event support and security
- standby emergency services such as police, ambulance and fire department
- portable toilets
- parking,
- registration of suppliers and customers
- emergency plans
- Equip staff to provide customers with an excellent standard of service
- Enable customers to provide feedback easily, through complaints, customer surveys.
- Use customer compliments, comments and complaints to drive improvements to service

With this proposal, our team of professionals would like to assist Cathsseta in imparting the required knowledge and soft skills into the different communities and are in all aspects capable and suitably qualified for the Events Management programme. (see company profile)

THE RECRUITMENT PLAN

Recruitment will be handled by our institution (committee of trainers and admin people); our team will work closely with the local municipalities, tourism businesses, tourism offices, communities and all the important role players. We will take into consideration the surrounding areas and ensure that we include learners from all economically disadvantaged areas.



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We will work closely with the Cathsseta to ensure that all etiquette and protocols are followed. We will ensure that we have the required number of learners. Personal interviews will be conducted with all prospective learners; in all areas and participants will get an opportunity to present themselves. This process is used to identify personal learning needs and also their language ability. Screening of learners' abilities is required to identify the literacy and numeracy levels, and also the learning support needs of learners as well as assist in analysis of learners' preferred learning styles. The recruitment process will assist with programme development and will help the programme team to handle the challenges in a positive way.

We are very knowledgeable and experience within the hospitality sectors and have the ability to recruit learners that is not only hard working but have the passion for the tourism sector. We are experienced in recruiting learners and also training local communities as stated in our attached track record. We will thus recruit, screen and select learners as per learner selection criteria in accordance to Cathsseta prescribed 7 Key Developmental and transformational areas (as per NSDS III)

THE TRAINING PLAN INCLUDES THE FOLLOWING:

Learner enrolment and registration of learners

We will provide learners with a face to face interview at first. This first personal interview is very important as to provide the learner with all the necessary information regarding the programme. After the successful interview process the required number of learners will be chosen. A first meeting will be conducted with the group where all learners will receive their enrolment number. With personal efforts we will stabilise the learners and ensure that their attendance is regular. After the first week and with dedicated attendance; our administration officer will ensure that all learners are successfully registered on the Cathsseta database. After successfully completing the unit standards the learners will be registered per unit standard.



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Induction of learners

Facilitators, assessors and moderators will be responsible for the induction session. This session is of utmost importance. There will be thorough explanations of every detail in the induction booklet; learners will not only understand the benefit of this course, but also their role and specifically what is expected of them during the course.

Training Methodology

Events Management is one of the most important fields in today's world. Companies and organisations of all kinds have to make sure that the people they serve are well taken care of today because customers have high expectations due to global commercial culture's insistence on customer care.

Learners for this course need to be very well trained, in order to deliver future requirements. Every company need to realise that a skilled workforce is a major asset and should be a key area of investment for future performance.

CONTENT OF PROGRAMME

Our Training plan will cover the required unit standards

Events Management Outcomes

- Understanding the events industry
- Concepts in Events Management
- Composition of Events Management
- Managing the process of hosting events
- Plan events
- Financial implications of an event
- Sponsorship and fundraising
- Assessment of events



Module 1	Credits
260177 Function in the events industry	8
261157 Conduct events support services within specific event genres	10
Module 2	
246740 Care for customers	3
Module 3	
Event Planning (Definition)	
Module 4	
244335 Conduct security at an event	5
255914 Minimise and manage safety and emergency incidents	6
Module 5	
115409 Assist with tasks related to marketing, market research and promotion	7
110296 Adhere to professional conduct and business ethics in a Public Relations and Communication environment	4
Module 6	
116594 Function in a team	4

G&D APPROACH TO Events Management

We teach students that event management involves studying the intricacies of the brand, identifying the target audience, devising the event concept, planning the logistics and coordinating the technical aspects before actually executing the modalities of the proposed event. Post-event analysis and ensuring a return on investment have become significant drivers for the event industry.

Our approach to events management is all about the process of planning and coordinating the event which is usually referred to as event planning and which can include budgeting, scheduling, site selection, acquiring necessary permits, coordinating transportation and parking, arranging for speakers or entertainers, arranging decor, event security, catering, coordinating with third party vendors, and emergency plans. The following two critical aspects will form an integral part in the training program; Communications & Relationships

Learners will realise that their main tasks are to form successful Event relations through communication. Our core training will also explain that customers, buyers and clients want to pay a fair price for quality service or products, and feel satisfied they have paid for a service/product and received what they have paid for in return. Learners will learn the value of a skilled workforce. A major asset for any business



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should therefore be investment in their staff component. This will be a key area for future performance. Ongoing training for employees is a must, however coaching by existing staff can also work well, learning from the experience of others is sometimes the best way to acquire a new skill. All of these aspects is well included in the programme.

During the course the learner will acquire the following **SOFT SKILLS AND KNOWLEDGE:**

Personal Traits	The importance of the Customer	Communication Skills	Team Work	Company Knowledge
Patience	An understanding of why customer service is important	Communicating effectively with customers - Using the telephone - In writing - Online	Working with team members	Understanding of the company systems and process
Management of Personal Emotions				
Openness	Caring for customers; empathizing and helping	Effective listening	Problem solving Self-motivation	Product knowledge
Kindness	Dealing with angry customers	Clear Verbal Communication	Questioning techniques	Presentation skills
Helpfulness	Handling complaints		Handling stress	Assertiveness techniques
Relationships building Pleasant voice	Identify ways to continuously improve customer service			Ability to Memorize Protocol and Guidelines

The above content and soft skills of characteristics and qualities will therefore be explained through different methodology.



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G&D METHODOLOGY

We have a very inter - active approach to learning; learners are at all times engaged with different activities;

Methods used during lessons			
Brainstorm	Story telling	Case studies	Lecturing
Discussion	Debate	Role Play	Question and answer

Contact sessions

The mobile training will take place at the venue of choice that is accessible to all learners. To add to the overall sustainability of the programme the service provider (G&D Guesthouse) will provide the infrastructure, resources, manuals, equipment and all the necessary supplies. For example, laptop; data projector; printer etc. This skills programme is characterised by a highly supportive learning environment, with a strong rapport between trainers and learners. We will ensure quality training, and as always deliver a high level of service delivering.

For all training sessions we use specific equipment:

- Videos
- data projector, sound equipment
- Equipment
- Manuals

Assessments and Moderations

The administrative staff, assessors and moderators also responsible for the necessary assessments and moderations.

Moderations

The moderator will form an integral part of the whole programme. Moderators will make regular visits. Moderation of at least 10% of assessments will take place.

Workplace activities

We cover all aspects during the classroom. The formative assessment process is very important to lay the foundation for the however we follow up with workplace training. The learners need to do 70% workplace training.



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- Work place logbooks
- Workplace activities
- Observation checklist

Feedback

Feedback will be given to funders as required.

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Website: www.gdguesthouse.co.za
VAT REG NO 4120228293

Quotation

To: **Supply Chain Management**

Cape Winelands District Municipality
29 Du Toit Street Stellenbosch
Tel no 0861 265 263

Date: 04 January 2021

Quotation No.:2434

Tender no : T 2020/046

Accreditation nr: CATHHSETA/Theta 613/P/000137/2009

Course Name: Events Management Training

DATE	DETAILS	LEARNERS	DAYS	AMOUNT
January 2020	Events Management Training	1	4	R4320,00
		Sub	Total	R 4 320.00
			+Vat	R 648.00
			TOTAL	R 4 968.00

This Quotation include all items requested on tender document



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INTRODUCTION TO WINE

TRAINING PROPOSAL





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INTRODUCTION

As a Cathsseta training service provider we are currently working in many local areas and communities and are well known, for working on grass root level. We are aware of the needs of the different communities, and our facilitators have the experience and the coming from the same background, we know how to deal with local communities.

South African Wine Course is your introduction to wine, wine origins, and how to identify and compare wines through taste, sight and smell. On completion of the course, students can take an in-depth journey into South African wine with the Certificate Wine Course.

COURSE OVERVIEW

The South African Wine Course comprises two lectures complete with wine tasting as well as an exam.

COURSE CONTENT

Wine history will be explained and the factors that influence the quality of wine. Also, different processes of wine making and blending will be explained and a service of wine which will be demonstrated during the training sessions.

LECTURE 1

- The five taste sensations
- Cause and effect wine tasting
- Grape Varieties
- Storage and service
- Tutored white wine tasting.

LECTURE 2

- Viticulture
- Harvesting of quality wine
- Wine making practices
- Tutored red wine tasting.



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LESSON METHODOLOGY

Our lessons follow a two-sided approach, theoretical as well as practical. The theory however is an inter-active approach to learning; learners are at all times engaged with different activities:

Methods used during lessons			
Brainstorm	Story telling	Case studies	Lecturing
Discussion	Debate	Role Play	Question and answer

G&D will provide you with:

- A vibrant facilitator
- All learning material required

For all training sessions we use specific equipment:

- Videos
- data projector, sound equipment
- Equipment
- Manuals

During the course the learner will acquire the following **SOFT SKILLS AND KNOWLEDGE:**

Personal Traits	The importance of the Customer	Communication Skills	Team Work	Company Knowledge
Management of Personal Emotions				
Openness	Caring for customers; empathizing and helping	Effective listening	Problem solving Self-motivation	Product knowledge
Kindness	Dealing with angry	Clear Verbal Communication	Questioning techniques	Presentation skills



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	customers			
Helpfulness	Handling complaints		Handling stress	Assertiveness techniques
Relationships building Pleasant voice	Identify ways to continuously improve customer service			Ability to Memorize Protocol and Guidelines

- The above content and soft skills of characteristics and qualities will therefore be explained through different methodology.

FEEDBACK

Feedback will be given to funders as required.

ASSESSMENTS AND MODERATIONS

The assessors and moderators of G&D is responsible for the necessary assessments and moderations. The skills programme will be evaluated and monitored as follows: During training the learners will be evaluated and monitored, through developed tools.

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VAT REG NO 4120228293

Quotation

To: **Supply Chain Management**

Cape Winelands District Municipality
29 Du Toit Street Stellenbosch
Tel no 0861 265 263

Date: 04 January 2021

Quotation No.:2435

Tender no : T 2020/046

Accreditation nr: CATHHSETA/Theta 613/P/000137/2009

Course Name: Introduction to Wine course Training

DATE	DETAILS	LEARNERS	DAYS	AMOUNT
January 2020	Introduction to wine course Training	1	2	R1800.00
		Sub	Total	R1 800.00
			+Vat	R 270.00
			TOTAL	R 2 070.00

This Quotation include all items requested on tender document



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FIRST AID

Level 1 & 2 TRAINING

PROPOSAL





G&D
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3 Dale way
Mabille Park
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Accredited: CATHSSETA 613/P/000137/2009

Accredited: QCTO SDP1228/18/00317

Introduction

According to Wikipedia: **First aid** is the assistance given to any person suffering a sudden illness or injury, with care provided to preserve life, prevent the condition from worsening, or to promote recovery. It includes initial intervention in a serious condition prior to professional medical help being available, such as performing cardiopulmonary resuscitation (CPR) while awaiting an ambulance, as well as the complete treatment of minor conditions, such as applying a plaster to a cut. First aid is generally performed by someone with basic medical training. Mental health first aid is an extension of the concept of first aid to cover mental health.

There are many situations which may require first aid, and many countries have legislation, regulation, or guidance which specifies a minimum level of first aid provision in certain circumstances. This can include specific training or equipment to be available in the workplace as well as schools. First aid, however, does not necessarily require any particular equipment or prior knowledge, and can involve improvisation with materials available at the time, often by untrained people.

First aid can be performed on all mammals, although this article relates to the care of human patients.

First Aid knowledge is invaluable for both you as the individual and for your community. It enables you to assist persons who become injured in the event of an accident or emergency situation until help arrives. First Aid skills can be applied in the home, the workplace or in public locations, therefore the more First Aid certified people there are in a community the safer that community becomes.

This is why it is very important for as many people as possible to have at least a basic knowledge of First Aid. In its most basic form, First Aid is the initial assistance given to a victim of injury or illness. Basic First Aid knowledge is comprised of relatively simple techniques and procedures that can be performed with limited equipment and is typically carried out until professional medical assistance arrives.



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Mobile Training

As a Cathsseta training service provider we are currently working in many local areas and communities and are well known, for working on grass root level. We are aware of the needs of the different communities, and our facilitators have the experience and the coming from the same background, we know how to deal with local communities.

Being in the field of mobile- or localise training for the past thirteen years we have assisted many marginalized people and our system of taking training to communities has given us the opportunity to work all over South Africa. This has clearly given more people greater access to various types of training. Coming from a education and tourism background, and as experts in the field of training and development we are more than equipped to train events management in all areas. We have played a significant role in educating many communities.

"Companies that invest in their employees' professional and personal development will gain competitive edge over their rivals and a more committed workforce" (Mike Jeram, National Secretary of Business and the Environment, Unison

With ongoing effective training of all workforces, people will become more effective, independent and competent. It is important to realise that better equipped and motivated employees, will be more productive in the workplace. All staff needs to be aware of the meaningful role they play in helping the company building up a long-term customer base, a loyal customer base and improving relationships with customers.

Purpose of First Aid Training

The purpose of this training programme is to provide you with the applied competence. Learners are expected to have demonstrated specific learning outcomes.



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Assessment Criteria

The only way to establish whether a learner is competent and has accomplished the specific outcomes is through the assessment process. Assessment involves collecting and interpreting evidence about the learners' ability to perform a task.

This module may include assessments in the form of self-test, group tasks, quizzes, projects and a practical training programme whereby you are required to perform tasks on the job successfully

Induction of learners

Facilitators, assessors and moderators will be responsible for the induction session. This session is of utmost importance. There will be thorough explanations of every detail in the induction booklet; learners will not only understand the benefit of this course, but also their role and specifically what is expected of them during the course.

Training Methodology

First Aid training is one of the most important fields in today's world. Companies and organisations of all kinds have to make sure that the people they serve are well taken care of today because clients have high expectations due to global commercial culture's insistence on customer care and the way people are treated when it comes to health situations.

A person trained and knowledgeable in even the very basics of First Aid can be of extreme importance in assisting the injured person(s) until emergency responders arrive. The more people that are First Aid trained and knowledgeable the more the community benefits.

Knowledge in First Aid benefits the individuals themselves regardless of whether an emergency affects them directly or involves people they live and work with. First Aid can and often lessens the severity of an emergency in a given time and place.

Learners for this course need to be very well trained, in order to deliver future requirements. Every company need to realise that a skilled workforce is a major asset and should be a key area of investment for future performance.



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During the course the learner will also acquire the **SOFT SKILLS AND KNOWLEDGE** on other related matters. The skills of characteristics and qualities on how to deal with people will therefore be explained through different methodology

G&D METHODOLOGY

We have a very inter - active approach to learning; learners are at all times engaged with different activities; it is expected that all learners need to do the practical's. This is the essence of the training.

Contact sessions

The mobile training will take place at the venue of choice that is accessible to all learners. To add to the overall sustainability of the programme the service provider (G&D Guesthouse and Training) will provide the infrastructure, resources, manuals, equipment and all the necessary supplies. For example laptop; data projector; printer etc. This skills programme is characterised by a highly supportive learning environment, with a strong rapport between trainers and learners. We will ensure quality training, and as always deliver a high level of service delivering.

For all training sessions we use specific equipment:

- Videos
- data projector, sound equipment
- Equipment
- Manuals

Assessments and Moderations

The administrative staff of G&D, assessors and moderators are responsible for the necessary assessments and moderations.



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Moderations

The moderator will form an integral part of the whole programme. Moderators will make regular visits. Moderation of at least 10% of assessments will take place.

Feedback

Feedback will be given to funders as required.

First Aid Outcomes to be covered in training session

1. Explain the importance of identifying emergency situations quickly and correctly.
2. Explain why untrained personnel should not administer first aid in an emergency situation.
3. Explain the importance of documenting emergency procedures accurately and timeously in accordance with organisational requirements.
4. Explain that in an emergency situation, the first aid personnel should be identified and summoned and emergency procedures followed.
5. Describe three types of injuries that take priority over other injuries
6. Recognise emergency situations quickly and correctly. (range of situations: accident, illness, fire/flood, and chemical contamination).
7. Assess injuries and make decisions promptly regarding action required.
8. Organise assistance from emergency services/colleagues/customers promptly where appropriate.
9. Assess patient's physical condition from visible vital signs.
10. Provide first aid to stabilize the patient's physical and mental condition (range of first aid: CPR, treatment of burns, cuts, fractures).
11. Identify and summons back up services appropriate to the situation.
12. Relay vital information on the victim's condition accurately and clearly to emergency services personnel.
13. Document all emergency situations.
14. Provide reports that are clear, accurate and timeous.
15. Develop a basic first aid programme for all employees.



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Other Outcomes of the course

- Background information about First Aid: What is First Aid and the Importance of First Aid
- First Aid registers that should be in place at facility
- Emergency scene management & safety. How to respond to an emergency situation?
- Vital signs
- Head, Spinal injury and Pelvic Injuries
- Cardiac Arrest
- CPR procedure: Adult, Child & Infant (including practical evaluation)
- Airway Obstruction (Choking): Adult, Child & Infant)
- Unconsciousness and fainting
- Accident related injuries including: wounds and bleeding, fractures and splinting, burns and electrical injuries
- Wounds and how to care for wounds and bandaging
- Ear and Eye Injuries
- Shock, Unconsciousness and Fainting
- Secondary Examination
- Bone and Joint Injuries
- Multiple Casualty Management
- Medical conditions (Diabetes, convulsions, asthma, allergies)
- Written theory test & Practical demonstration of First Aid Skills

G&D METHODOLOGY

We have a very inter - active approach to learning; learners are at all times engaged with different activities;

Methods used during lessons			
Brainstorm	Story telling	Case studies	Lecturing
Discussion	Debate	Role Play	Question and answer



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Contact sessions

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Assessments and Moderations

The administrative staff of G &D is Assessors and moderators also responsible for the necessary assessments and moderations.

Moderations

The moderator will form an integral part of the whole programme. Moderators will make regular visits. Moderation of at least 10% of assessments will take place.

Workplace activities

We cover all aspects during the classroom. The formative assessment process is very important to lay the foundation for the however we follow up with workplace training. The learners need to do 70% workplace training.

- Work place logbooks
- Workplace activities
- Observation checklist

Feedback

Feedback will be given to funders as required.

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VAT REG NO 4120228293

Quotation

To: **Supply Chain Management**

Cape Winelands District Municipality
29 Du Toit Street Stellenbosch
Tel no 0861 265 263

Date: 04 January 2021

Quotation No.:2436

Tender no : T 2020/046

Accreditation nr: CATHHSETA/Theta 613/P/000137/2009

Course Name: First Aid Level 1& 2 Training

DATE	DETAILS	LEARNERS	DAYS	AMOUNT
January 2020	First Aid Level 1 &2 Training	1	3	R1200.00
		Sub	Total	R1 200.00
			+Vat	R 180.00
			TOTAL	R1 380.00

This Quotation include all items requested on tender document



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EXHIBITION TRAINING PROPOSAL



CAPE WINELANDS DISTRICT MUNICIPALITY



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EXHIBITION

South Africa is renowned for exhibitions or trade fair from the Durban Tourism Indaba to the numerous Cape Town fairs. According to our exhibition calendar of 2017; there will be 29 trade fairs from June 2017; most of the trade fairs are taking place in Johannesburg, about 21 trade fairs. The 3 most common types of fairs in South Africa are Trade Fairs for Machine Construction along with Trade Shows for Raw Materials and Industry Trade Shows. In the business world of today, exhibitions or trade fairs are having an important role and also present an opportunity to new entrepreneurs to start. Exhibitions, fairs can be essential tools for product presentation. Due to the growing diversity and the increasing need for explanations of products, exhibition has a multifunctional character that goes beyond the mere product sale. Thanks to the selection of many exhibitions companies or entrepreneurs' exhibitions are sorted by branches or products, you will find exhibitions of all kinds of industries – from the marketing of schools and universities, agricultural shows to a motorcycle show. It is therefore important to think out of the box and add new exhibitions that will add value to our economy.

The exhibitor is providing the specific businesses a great opportunity to market their products. Assisting businesses in today's world where the clientele is less and people have less money to spend, to grow and develop their businesses. It is therefore imperative that we plan ahead using new ideas or methods like face to face selling to make a difference. This course is designed to provide you with the essential skills and techniques to plan and manage an effective exhibition stand so that you can set and measure objectives in order to achieve a maximum return on your exhibiting investment. There is currently by using the new technology (internet) a wide range of documents on exhibition available. The value of exhibitions is well documented, so in these testing times, exhibitions provide a golden opportunity to new businesses to market themselves.

The responsibility that goes along with this, is also huge, there is certain important factors that needs to be considered.



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Factors:

- The planning, booking, project managing or manning an exhibition program.
- The responsibility for following up exhibition leads and closing business.
- The pre and post marketing of exhibitions
- locating suitable venues
- financial and managerial administration
- marketing and selling exhibition space/stands
- coordinating sponsorship
- advertising and publicizing events
- liaising with caterers, suppliers and contractors
- Safety and security of the event

This course will also assist with the following essential skills and techniques within a business:

- Understand the importance of a layout of a plan, how to quantify their investment
- How to objectives
- To plan and manage an effective exhibition stand in
- To assist prepare the business to train their stand personnel to work harder and smarter than their competitors.
- Enhance your questioning and listening skills at an exhibition.
- Learn how to use body language and non-verbal communication at an exhibition.
- Learn how to build effortless rapport with your prospects on the stand
- Learn how to make that positive first impression
- Learn how to make that follow up call to make appointments or close a sale

All of the above-mentioned factors are of utmost importance to achieve a maximum return on their exhibiting investment. As the only accredited service provider on event management we are training students in the planning of events. Our qualified facilitators; assessors and moderators, are capable in the training of students in events. Exhibitions form an integral part of these training. Therefore we at G and D training are not only qualified but also experienced to deliver high **quality** training to you with our normal outstanding results.



Outcomes of exhibition training:

Module 1

- Understanding the importance of exhibitions as part of their marketing strategy
- Understanding the importance of exhibitions in the context of the Tourism Industry
- Why the enterprise should consider exhibiting and the advantages and disadvantages thereof
- Assessment of enterprise's exhibition readiness; and how to choose the right exhibition.
- How to choose the right exhibition.

Module 2

- Setting business objectives
- Developing an exhibition plan and budget
- Managing the Implementation of the exhibition plan and budget
- Development of exhibition marketing strategy and material.

Module 3

- Installing of exhibition elements
- How to build your stand
- Performing stand duty
- Interacting with potential clients and business partners
- Closing the deal

Module 4

- Evaluation process
- Drafting evaluation report
- Return on investment
- Handling deliveries
- Follow up on meetings that took place during the exhibition



G&D
GUESTHOUSE
& TRAINING

3 Dale way
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Kuils River
Cape Town
7580

Accredited: CATHSSETA 613/P/000137/2009
Accredited: QCTO SDP1228/18/00317

Background

Mobile Training

As a Cathsseta training service provider we are currently working in many local areas and communities and are well known, for working on grass root level. We are aware of the needs of the different communities, and our facilitators have the experience and the coming from the same background, we know how to deal with local communities.

Being in the field of mobile- or localise training for the past nine years we have assisted many marginalized people and our system of taking training to communities has given us the opportunity to work all over South Africa. This has clearly given more people greater access to various types of training.

Coming from a tourism background, and as experts in the field of training and development we are more than equipped to train exhibition training in all of the different areas. For the past ten years we have focused played a significant role in educating many communities. (see background attachment).

AREAS OF TRAINING AND REQUIRED TIMEFRAMES

THE RECRUITMENT PLAN

Recruitment will be handled by our institution (committee of trainers and admin people); our team will work closely with the local municipalities, tourism businesses, tourism offices, communities and all the important role players. We will take into consideration the surrounding areas, and ensure that we include learners from all economically disadvantaged areas.



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We will work closely with the Cathsseta to ensure that all etiquette and protocols are followed. We will ensure that we have the required number of learners. Personal interviews will be conducted with all prospective learners; in all areas and participants will get an opportunity to present themselves. This process is used to identify personal learning needs and also their language ability. Screening of learners' abilities is required to identify the literacy and numeracy levels, and also the learning support needs of learners as well as assist in analysis of learners' preferred learning styles. The recruitment process will assist with programme development and will help the programme team to handle the challenges in a positive way.

We are very knowledgeable and experience within the hospitality sectors and have the ability to recruit learners that is not only hard working but have the passion for the tourism sector. We are experienced in recruiting learners and also training local communities as stated in our attached track record. We will thus recruit, screen and select learners as per learner selection criteria in accordance to Cathsseta prescribed 7 Key Developmental and transformational areas (as per NSDS III).

THE TRAINING PLAN INCLUDES THE FOLLOWING:

Learner enrolment and registration of learners

We will provide learners with a face to face interview at first. This first personal interview is very important as to provide the learner with all the necessary information regarding the programme. After the successful interview process the required number of learners will be chosen. A first meeting will be conducted with the group where all learners will receive their enrolment number. With personal efforts we will stabilise the learners and ensure that their attendance is regular. After the first week and with dedicated attendance; our administration officer will ensure that all learners are successfully registered on the Cathsseta database. After successfully completing the unit standards the learners will be registered per unit standard.



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Induction of learners

Facilitators, assessors and moderators will be responsible for the induction session. This session is of utmost importance. There will be thorough explanations of every detail in the induction booklet; learners will not only understand the benefit of this course, but also their role and specifically what is expected of them during the course.

Training Methodology

The value of face to face selling at exhibitions is well documented, so in these testing times, where we all have fewer customers with less money to spend, it is imperative that we plan ahead and train our stand personnel to work harder and smarter than our competitors.

This course is designed to provide you with the essential skills and techniques to plan and manage an effective exhibition stand so that you can set and measure objectives in order to achieve a maximum return on your exhibiting investment.

G& D APPROACH TO Exhibition Training

- Learn the difference between an average exhibitor and a professional exhibitor
- Learn about the typical pit falls of exhibiting and how to avoid them.
- Learn how to identify approach and engage with exhibition visitors.
- Learn how to prepare for your exhibition by setting objectives and targets.
- Enhance your questioning and listening skills at an exhibition.
- Learn how to use body language and non-verbal communication at an exhibition.
- Learn how to build effortless rapport with your prospects on the stand
- Learn how to make that positive first impression
- Learn how to make that follow up call to make appointments or close a sale



Learners will realise that their main tasks are to form successful Event relations through communication. Our core training will also explain that customers, buyers and clients want to pay a fair price for quality service or products, and feel satisfied they have paid for a service/product and received what they have paid for in return. Learners will learn the value of a skilled workforce. A major asset for any business should therefore be investment in their staff component. This will be a key area for future performance. Ongoing training for employees is a must, however coaching by existing staff can also work well, learning from the experience of others is sometimes the best way to acquire a new skill. All of these aspects are well included in the programme.

During the course the learner will acquire the following **SOFT SKILLS AND KNOWLEDGE:**

Personal Traits	The importance of the Customer	Communication Skills	Team Work	Company Knowledge
Patience	An understanding of why customer service is important	Communicating effectively with customers - Using the telephone - In writing - Online	Working with team members	Understanding of the company systems and process
Management of Personal Emotions				
Openness	Caring for customers; empathizing and helping	Effective listening	Problem solving Self-motivation	Product knowledge
Kindness	Dealing with angry customers	Clear Verbal Communication	Questioning techniques	Presentation skills
Helpfulness	Handling complaints		Handling stress	Assertiveness techniques



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Relationships building	Identify ways to continuously improve customer service			Ability to Memorize Protocol and Guidelines
Pleasant voice				

The above content and soft skills of characteristics and qualities will therefore be explained through different methodology.

G&D METHODOLOGY

We have a very inter - active approach to learning; learners are at all times engaged with different activities;

Methods used during lessons			
Brainstorm	Story telling	Case studies	Lecturing
Discussion	Debate	Role Play	Question and answer

Contact sessions

The mobile training will take place at the venue of choice that is accessible to all learners. To add to the overall sustainability of the programme the service provider (G&D Guesthouse) will provide the infrastructure, resources, manuals, equipment and all the necessary supplies. For example, laptop; data projector; printer etc. This skills programme is characterised by a highly supportive learning environment, with a strong rapport between trainers and learners. We will ensure quality training, and as always deliver a high level of service delivering.

For all training sessions we use specific equipment:

- Videos
- data projector, sound equipment
- Equipment
- Manuals



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Assessments and Moderations

The administrative staff of G &D is Assessors and moderators also responsible for the necessary assessments and moderations.

The project will be evaluated and monitored as follows:

During training the learners will be evaluated and monitored, through developed tools.

Present at Course	Facilitator; Assessor and Moderator
Weekly	Facilitator; Assessor
Bi-weekly	Moderator
End of course	Moderator and assessor
Graduation Ceremony	G& D director; Moderators and assessors.

Moderations

The moderator will form an integral part of the whole programme. Moderators will make regular visits. Moderation of at least 10% of assessments will take place.

Workplace activities

We cover all aspects during the classroom. The formative assessment process is very important to lay the foundation for the however we follow up with workplace training. The learners need to do 70% workplace training.

- Work place logbooks
- Workplace activities
- Observation checklist

Feedback

Feedback will be given to funders as required.

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Quotation

To: **Supply Chain Management**
Cape Winelands District Municipality
29 Du Toit Street Stellenbosch
Tel no 0861 265 263

Date: 04 January 2021

Quotation No.:2437

Tender no : T 2020/046

Accreditation nr: CATHHSETA/Theta 613/P/000137/2009

Course Name: Exhibition Training

DATE	DETAILS	LEARNERS	DAYS	AMOUNT
January 2020	Exhibition Training	1	3	R4000.00
		Sub	Total	R4 000.00
			+Vat	R 600.00
			TOTAL	R 4 600.00

This Quotation include all items requested on tender document



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CULTURAL SITE GUIDE

Level 2

TRAINING PROPOSAL





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INTRODUCTION

Cultural Tourism (or **culture tourism**) is the subset of tourism concerned with a traveler's engagement with a country or region's culture, specifically the lifestyle of the people in those geographical areas, the history of those people, their art, architecture, religion(s), and other elements that helped shape their way of life.

Cultural tourism includes tourism in urban areas, particularly historic or large cities and their cultural facilities such as museums and theatres. It can also include tourism in rural areas showcasing the traditions of indigenous cultural communities (i.e. festivals, rituals), and their values and lifestyle, as well as niches like "township" tourism and creative tourism.

It is generally agreed that cultural tourists spend substantially more than standard tourists do. This form of tourism is also becoming generally more popular throughout the world; statistics have proved that cultural tourism can play an important role in the development of South Africa.

Cultural tourism has been defined as 'the movement of persons to cultural attractions away from their normal place of residence, with the intention to gather new information and experiences to satisfy their cultural needs'.

With the rugby world cup 1995 South Africa have proved that the cultural aspects in the country can be seen as a major attraction to the rest of the world. "During those six weeks what happened in this country was incredible," according to many newspapers. Therefore, it is vital that the field of guiding should be spread and include more local people.

The World Tourism Organisation, for example, asserted that cultural tourism accounted for 37% of global tourism, and forecast that it would grow at a rate of 15% per year. Such figures are often quoted in studies of the cultural tourism market (e.g. Bywater, 1993), but are rarely backed up with empirical research.



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Vision

To equip and empower unemployed South Africans, learners to enter the environmental field and positively contribute to the development of the individual as well as improving the job market. The skills programme will assist with the transforming and empowering of learners in the guiding of people into the tourism and the environmental field and will open doors to many learners.

Description of the project

This mobile- or localise training allow for greater access to help marginalized people enter various type of hospitality training. The programme focused on guiding, where a guide is a person who leads travelers or tourists through unknown or unfamiliar locations. The term can also be applied to a person who leads others to more abstract goals such as knowledge or wisdom. With guiding we hope to create new opportunities for the unemployed and semi-skilled members of our communities and uplifting them, and assisting with job creation.

Programme Purpose

At the end of this programme the learners will be able to identify all the required knowledge, skills and understanding for application of the Culture Site Guide Skills programme.

Programme Description

Each person that will successfully achieve this programme will be enable to:
To create and conduct a local guided tourist experience based on local natural and cultural resources, which entertains and informs visitors.
The learner will be able to create and conduct short local tours with an emphasis on heritage or cultural resources that will inform and entertain visitors.



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Entry Requirements

A literacy, numeracy and communication at least NQF level 2 (Grade 10) is required. Some interest and product knowledge expertise in a cultural area or history is assumed.

The following unit standards will be covered:

SAQA ID	Unit standard title
8478	Create a Guided Experience for Customers
8438	Conduct a guided cultural experience In a limited geographical area

Programme Outcomes

On completion of this Skills Programme, the learner will be able to:

- Establish needs, limitations and expectations of tourists.
- Demonstrate knowledge of where tourists come from and what might interest them.
- Demonstrate the ability to assess individual and group interests and adapt the experience accordingly.
- Ensure that knowledge and interpretation is at an appropriate level for the group.
- Demonstrate a basic knowledge and understanding of diverse tourist groups, their interests, limitations and related expectations.
- Demonstrate a basic knowledge and understanding of people management skills.
- Identify and assess the needs, limitations, interests and expectations of a target group of tourists.



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Structure of the programme

The Skills Programme in Culture Site Guide consists of:

Classroom based learning

- On-the-job learning
- Assessment

Methodology

The skills programmes are practical, interactive and participative in facilitation style. Participants will be provided with detailed and relevant workbooks; material is customized with real needs and unit standards as the basis. This method ensures an effective link between theory and practice at all levels. Learners will work in groups to learn how to effectively work with people; they will individually gain skills while the facilitators guide them in basic processes. The group work will also provide reinforcement of skills as learners will learn from one another as well. All projects will be allocated specific time-frames therefore learners will learn efficient time-management skills. The practical nature of the programme is a significant strength, and the learners will highly value the work experience gain and acquire in the programme.

In the programme informal sessions are tabled to present opportunities for guidance and this will strengthen the learner's abilities. Use of formal sessions provides a structure and may reach learners who are reticent about initiating contact. This Learner support services is an important part of the program – and are usually comprehensive and appreciated by the learners. The confidentiality factor is very important this programme.

Project governance and oversight - Management and organisation

The staff of G&D Guesthouse consists of executive directors, moderators, assessors, trainers and administration staff; financial and a training manager, and coordinators will be responsible for the implementation of the project. The Training Manager will report to the Board of Directors and will be responsible for the management of the project.



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The Training Plan includes the following:

G and D Training will ensure that knowledge and interpretation is at an appropriate level for the group.

G and D will provide the following:

- Learner enrolment
- Induction of learners
- Contact sessions
- Workplace activities
- Assessments
- Moderations

Learner support and self-sustainability

Within the training programme for which this funding application is for, the learners who are selected for the programme will be able to gain workplace experience, by working within the required field. This will be a source of information regarding further job creation opportunities.

Effect of the Skills programme

Presenting a huge opportunity for people to start their own small businesses, and enable them to make an immediate contribution to employment', or to '...enable them to become effective in any workplace. However many people within communities need the skills to start their own businesses and to assist with the change in our current economic situation. This unique training provides an opportunity to government to invest in people and see young people empowered at the end of each program.

During the course the learner will acquire the following **SOFT SKILLS AND KNOWLEDGE:**

Personal Traits	The importance of the Customer	Communication Skills	Team Work	Company Knowledge
Patience	An understanding of why table attendant is important	Communicating effectively with customers - Using the telephone - In writing - Online	Working with team members	Understanding of the company systems and process



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Management of Personal Emotions				
Openness	Caring for customers; empathizing and helping	Effective listening	Problem solving	Product knowledge
Kindness	Dealing with angry customers	Clear Verbal Communication	Self-motivation	Presentation skills
Helpfulness	Handling complaints		Questioning techniques	
Relationships building	Identify ways to continuously improve customer service		Handling stress	Assertiveness techniques
Pleasant voice				Ability to Memorize Protocol and Guidelines

The above content and soft skills of characteristics and qualities will therefore be explained through different methodology.

Learners

Throughout the programme learners are exposed to various settings, including workplace experience which will leave an everlasting difference. Learners will develop a wide range of subject-specific knowledge and attain specified levels of practical skills.

Learners will be mentored positively by their trainers

Learners will return to their local communities with knowledge and practical skills that will have a radical impact in transforming their communities.

Learners will be equipped with the best knowledge, in different sectors to make a meaningful contribution towards the improvement of their living standards.



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G&D METHODOLOGY

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Quotation

To: **Supply Chain Management**

Cape Winelands District Municipality
29 Du Toit Street Stellenbosch
Tel no 0861 265 263

Date: 04 January 2021

Quotation No.:2438

Tender no : T 2020/046

Accreditation nr: CATHHSETA/Theta 613/P/000137/2009

Course Name: Cultural Site Guide Training Course

DATE	DETAILS	LEARNERS	DAYS	AMOUNT
January 2020	Cultural Site Guide Training Course	1	20	R10 000.00
		Sub	Total	R10 000.00
			+Vat	R1 500.00
			TOTAL	R 11 500.00

This Quotation include all items requested on tender document

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G & D
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G & D Guesthouse and Training

Company Profile

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The Company

Gregory and Delphine Johannes established this BEE powerhouse in 1998. Through combining their expertise, they developed a leading training institution, in the Western Cape. Gregory and Delphine's love and pride for South Africa, prompted their desire to develop the nation through education. Delphine's extensive background in education and Gregory's immense experience in the service industry enabled them to build an institution that is unmatched.

G and D provides practical skills training and premier educational and consulting services. This enables the institution to assist unemployed and semi-skilled members of the community to enter the hospitality, and other related industries. Gregory's strong business acumen is derived from his vast experience in unionisms, labour relations and work in the hospitality industry. Delphine's PhD in education and work experience in the field of tourism has equipped her with the prowess to develop world-class educational resources for G and D. Gregory and Delphine's combined capabilities make G and D one of the most sought-after service providers in the industry. G and D prides itself in providing training of the highest quality, at an unbeatable value for money.

G and D's aspiration to make a difference in South Africa is encapsulated in its dictum of "Educating today for a brighter tomorrow". The institution is founded on diligence, tenacity and integrity. G and D possesses the required resources, business network, proficiency and expertise to create work opportunities and reduce South Africa's pronounced unemployment rate. As a distinguished training institution G and D remains unparalleled.

Vision Statement

G&D Guesthouse and Training aims to be the forerunner in the field of Hospitality and Tourism incorporating the most current technology and techniques.

Mission Statement

It is the mission of this multi-faceted Company to:

- ✓ render an invaluable service to the hospitality trade and community
- ✓ Equip individuals with necessary skills/knowledge through NQF aligned training
- ✓ Provide expertise enabling total management of hospitality-related projects

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G&D overall Aims and Objectives Are To

- ✓ Equipped individuals with skills
- ✓ Creating an awareness of self - employment
- ✓ Building morality and self-confidence
- ✓ To render an invaluable training and consulting services to businesses and communities
- ✓ Identifies the needs of community members (training)
- ✓ Training opportunities/skills development: arrange workshops,
- ✓ Promote entrepreneurial development

Structure of the Company

G&D Guesthouse and Training presently has a lean structure that is designed to match the company's market objectives. We have multi-skilled staff, which has an ability to serve the company purpose through giving quality service to our clients. To ensure that we continue providing quality service to our existing and potential clients, G&D Guesthouse and Training out sources those components, which it presently does not have the capacity and expertise to, companies, which share the same vision.

Ownership

G&D Guesthouse and Training is a BEE cc. Owned by people, who have the qualifications and experience to lead G&D Guesthouse and Training to greater heights in terms of people development.

Staff

G&D Guesthouse and Training prides itself on its qualified and accredited facilitators, assessors, moderators, coaches, and mentors. Every facilitator and assessor is a subject matter expert, in his/her area of operation.

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Complete Service

G&D Guesthouse and Training will conduct a needs analysis, design, course material for the identified skills need, offer facilitation services and evaluate and do a follow up for the client.

Project Management

G&D Guesthouse and Training manages learner ships on behalf of clients.

2017- Completed Swellendam WC Waste Management – EPIP A130051408

2018/2021 Bergriver Mouth to Silwerstroom Mouth – EPIP A190136617

Services

Residential or Mobile training

We take training to the community.

What is skills training?

- ✓ Training that is focused on the unemployed and semi - skilled members of our communities,
- ✓ This training is focus at the entry and intermediate level.
- ✓ Short term programmes for above – mentioned group.

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Training:

Since inception, the Company has realised that the greatest challenges facing the industry are to address and rectify the imbalances found in education and skills transferral. Since 2005 we were registered with the National skills fund of Department of labour and in 2009, we were accredited with the Cathsseta. G & D supports the National Regional Skills Development Act, initiated to uplift, and educate the unemployed and semi-skilled citizens in our country, who without the proper skills face continued poverty and oppression. By offering relevant training materials, and by employing only highly qualified trainers who follow our strictly hands-on policy, we are able to give the extra personal attention needed when dealing with the unique problems faced by previously disadvantaged individuals that may not previously had the opportunity to be trained.

We specialise in training programmes with a focus on job creation. During 2006 the Company was able to present an amazing skills training programme that includes life skills, business skills and hospitality to thirty different communities. The number of established businesses aligned with us in this venture, as well as successful job placement statistics following the training programmes attests to the brilliant success of this initiative.

We are committed to grow our nation through Training and Development, by adhering to the legislative requirements as set out by the South African Qualifications Authority (SAQA), the Tourism Hospitality and Sports Education Training Authority and its Quality Assurance body (ETQA), Department of Public works and any other Statutory Body. The company is accredited with the Cathsseta – 613/P/000137/2009, Accredited: QCTO SDP1228/18/00317.

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The Outstanding Elements of Our Training:

Hands – on approach
Revenue development in communities
Aimed at business development
Initiates opportunities for work experience
Grant access to professional relationships, techniques, and equipment

What can you do with the training?

There are two tracks for trainees

- ✓ Assisting with job placement
- ✓ Entrepreneurial track - Owning and running own business

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Courses Offered

G&D Guesthouse and Training offers accredited unit standard based skills programs.

The following are the courses and services offered by G&D Guesthouse and Training.

SKILLS PROGRAMS

Abet

- ✓ Literacy
- ✓ Numeracy
- ✓ Life Orientation

NQF 1 – 3

Hospitality training

- ✓ Professional cooking
(Basic Cooking; Advanced Cooking)
- ✓ Chef assistant 1/ 2 / 3
- ✓ Catering
- ✓ Waitron
- ✓ Housekeeping
- ✓ Barperson
- ✓ Hygiene and cleaning skills
- ✓ Hairdressing
- ✓ Garment Making

Business training

- ✓ Micro – enterprise business skills
- ✓ Business skills basic
- ✓ Business startup Programme
Dynamic
- ✓ Small Business skills
- ✓ Events Management
- ✓ Home Based Care
- ✓ Leadership Training

Life skills

- ✓ Personal life skills
- ✓ Financial Life Skills
- ✓ Life skills in the work place
- ✓ HIV/AIDS
- ✓ Personal Hygiene
- ✓ Peer Education

3 Dale Way
Mabille Park
Kuilsriver
7580

Tel: +27 (21) 903 6805/ (21) 903 0204
Fax: +27 (21) 086 684 7566
Cell: 082 477 8908
E-mail: gd_guest@mweb.co.za
Website: www.gdtraining.co.za
VAT REG NO 4120228293
Accredited: CATHSSETA 613/P/000137/2009
Accredited: QCTO SDP1228/18/00317

Other fields

- ✓ Pest control
- ✓ Health and safety
- ✓ Alien vegetation - Fynbos and nature conservation
- ✓ Agriculture
- ✓ Environmental health and safety
- ✓ Arts & Crafts
- ✓ Sewing
- ✓ Business communication
- ✓ First Aid
- ✓ Workmen's Compensation
- ✓ Gender and Diversity
- ✓ Fire Awareness
- ✓ Hygiene Cleaning
- ✓ Health & Safety Representative
- ✓ Environmental Training
- ✓ Sports Field Officer Training
- ✓ Sports Administration

For who is this programme?

- ✓ NGO's
- ✓ Community organizations
 - ✓ Municipalities
 - ✓ SMME's
 - ✓ Schools

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QCTO Accredited Courses Offered by G&D

<i>Occupational Title</i>	<i>NQF Level</i>	<i>Credits</i>	<i>Qualification SAQA ID</i>	<i>QCTO Curriculum Code</i>
Occupational Certificate: Food Handler	02	32	110644	5121010020202
Occupational Certificate: Kitchen Hand	03	52	110354	5121010000001
Occupational Certificate: Cook	04	184	102295	5121010000000
Occupational Certificate: Early Childhood Development Practitioner	04	131	97542	234201000
Occupational Certificate: Chef	05	554	101697	343401100

Cathsseta Accredited Courses Offered by G&D

<i>SAQA ID</i>	<i>NQF Level</i>	<i>Qualifications and Skills Programmes</i>
14111	Level 4	National Certificate: Professional Cookery
14113	Level 4	National Certificate: Food and Beverage Services
14115	Level 3	National Certificate: Fast Food Services
14110	Level 2	National Certificate: Accommodation Services
64469	Level 4	FETC: Hospitality Reception
71549	Level 4	FETC: Tourist Guide
HSP/ASSCHF/2/0022	Level 2	Assistant Chef
HSP/KCHCLN/2/0021	Level 2	Kitchen Cleaner
HSP/DSRVA/2/0024	Level 2	Drink Service Assistant
HSP/CKFSTF/2/0020	Level 2	Cook-Fast Foods
HSP/BARATT/2/0027	Level 2	Bar Attendant
HSP/TBLATT/2/0025	Level 2	Table Attendant
HSP/CKCONF/2/0019	Level 2	Cook - Convenience Foods
CUST/SERVPROGR/4/0095	Level 4	Customer Service Programme
CUST/SERVPROGR/5/0095	Level 5	Customer Service Programme
HSP/FDSRVA/2/0023	Level 2	Food Service Assistant
HSP/ASSHKR/2/0015	Level 2	Assistant Housekeeper
CONS/CONSGENASS/2/0052	Level 2	SP: Conservation General Assistant
LFG/ASLIFGUARD/4/0089	Level 4	Assistant Lifeguard
TG/CULTSITEGD/2/0039	Level 2	Cultural Site Guide
TG/CULTSITEGD/4/0031	Level 4	Cultural Site Guide
TGD/NATSGD/2/0029	Level 2	Nature Site Guide
TG/NATSITEGD/4/0032	Level 4	Nature Site Guide
CONS/FIERANGLAWENF/2/0049	Level 2	SP: Field Ranger Law Enforcement (Unarmed)
CONS/SENFIERANG/2/0053	Level 2	SP: Senior Field Ranger
EVM/EVSUPASSGEN/4/0006	Level 4	SP: Event Support Assistant: Generic
FIT/INSTRUCT/4/0085	Level 4	Fitness Instructor
SPO/SP&RECREAD/4/0086	Level 4	Sport And Recreation Leader
COA/ATHL4Y&JUNATHL/4/0067	Level 4	Coaching Athletics For Youth And Junior Athletes
VOL/SAFMONIT/4/0079	Level 4	SP: Volunteer Safety Monitor
Department of Labour	Level 1-2-3	First Aid
Unit Standard Based -Cathsseta	-	Occupational Health and Safety

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Accredited: QCTO SDP1228/18/00317

Training References / Track Record

Company/ organisation	Contact Details	Duration
Department of Labour	Martin Leukes - Tell:021 441 8110 Email: martin.leukes@labour.gov.za	2 Years
Kolping Society SA	Maureen Roberts - Tell: 021 934 8361 Email: ctkolping@kolpingsa.co.za	10 Years
SAN Parks	Charlene Mozes - Tell: 021 780 9069 Email: charlene.mozes@sanparks.org	10 Years
Winelands District Municipality	Cecil Fielies - Tell: 021 888 1514 Email: cecilf@capewinelands.gov.za	10 Year
South Cape College	Janse Cronje - Tell: 044 693 2613 Email: janse.cronje@sccollege.co.za	1 Year
Department of Environmental Affairs	Melanie Mackenzie - Tell: 021 685 2016 Email: mmackenzie@environment.gov.za	4 Years
Feedem	Elmari Louw - Tell: 021 559 6390 Email: elmaril@feedempitseng.co.za	8 Years
Mthimkhulu Community Development	Hazel Apollis - Tell: 028 271 5213 Email: hazel@grailprogrammes.org.za	2 Years
Cape Nature	Noluthando Saki - Tell: 021 483 0173 Email: nsaki@capenature.co.za	3 Years
Drakenstein Municipality	Hanleigh De Vries - Tell: 021 807 6428 Email: hanleigh.devries@drakenstein.gov.za	5 Years
Leadership International	Basil Leonard - Tell: 083 454 5621 Email: basil.leonard@usb.ac.za	4 Years
Department of Public Works	Thamsanqa Ngqula - Tell: 021 402 2225 Email: thamsanqa.ngqula@dpw.gov.za	4 Years
Department of Correctional Services	Jerome Samuel - Tell: 012 664 5472 Email: jerome.samuels@dcs.gov.za	6 Years
Africa Skills	Ronnelie Meyer - Tell: 044 884 0791 Email: hospitality@skillsvillage.co.za	1 Year
Madame Zingara	Luna Lakay - Tell: 021 201 5101 Email: luna@madamezingara.com	2 Years
Tedcor	Claudia Gertze - Tell: 021 386 8811 Email: claudiag@tedcor.co.za	2 Years
Western Cape Government	Madelein Mitchell - Tell: 021 483 5535 Email: Madeleine.Mitchell@westerncape.gov.za	3 Years
Belmond Mount Nelson Hotel	Susan Groenewald - Tell: 021 483 1742 Email: susan.groenewald@belmond.com	2 Years

**3 Dale Way
Mabille Park
Kuilsriver
7580**

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E-mail: gd_guest@mweb.co.za
Website: www.gdtraining.co.za
VAT REG NO 4120228293
Accredited: CATHSSETA 613/P/000137/2009
Accredited: QCTO SDP1228/18/00317**

Vineyard Hotel	Carey Frost - Tell: 021 657 4500 Email: carey@vineyard.co.za	3 Years
Department of Cultural Affairs and Sports	Merle Roberts - Tell: 021 483 9712 Email: merle.roberts@westerncape.gov.za	4 Years
Department of Cultural Affairs and Sports	Zandisile Bassie - Tell: 021 483 9712 Email: Zandisile.Bassie@westerncape.gov.za	4 Years
Liphiring Trading Close Corporation	Lebohang Moletsane M.L - Tell: 082 847 2733 Email: lebohangmoletsane44@gmail.com	2 Years
Vemoni Recycling & Trading	Moses Khumalo - Tell: 053 874 7019 / Cell: 073 0160 949 Email: moseskhumalo31@gmail.com	3 Years
DoubleTree by Hilton Cape Town Upper Eastside Hotel	Michelle Hanekom - Tell: 021 404 0570 Email: Michelle.Hanekom@Hilton.com	3 Years
City of Cape Town	Nthuthuko Mchunu - Tell: 021 417 4074 Email: Ntuthuko.mchunu@capetown.gov.za	3 Years
Department of Economic Development and Tourism	Buyile Nopote - Tell: 021 483 9411 Email: Buyile.Nopote@westerncape.gov.za	5 Years
Mukumba Consulting & Projects	Sydney Mudau - Tel: 012 442 5076 Cell: 083 643 3053 Email: sydneym@mukumba.co.za	3 Years
Sorbet	Bonita September - Tell: 021 434 3902 Email: educationct@sorbet.co.za	3 Years

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THE CLIENTS WE SERVE

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TABLE MOUNTAIN
AERIAL CABLEWAY



the Grail Centre



public works

Department:
Public Works
REPUBLIC OF SOUTH AFRICA



EXPANDED PUBLIC WORKS PROGRAMME



CAPE WINELANDS DISTRICT
MUNICIPALITY • MUNISIPALITEIT • UMASIPALA



Western Cape
Government

BETTER TOGETHER.



GRAHAM & RHONA BECK
SKILLScentre



health

Department:
Health
REPUBLIC OF SOUTH AFRICA



CapeNature



TEDCOR

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Kuilsriver
7580

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sport & recreation

Department:
Sport and Recreation South Africa
REPUBLIC OF SOUTH AFRICA



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correctional services

Department:
Correctional Services
REPUBLIC OF SOUTH AFRICA

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environmental affairs

Department:
Environmental Affairs
REPUBLIC OF SOUTH AFRICA



South Cape College
Suid-Kaap Kollege
Ikholeji yasemZantsi-Kapa



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Accredited: CATHSSETA 613/P/000137/2009
Accredited: QCTO SDP1228/18/00317

Since our inception we have attained remarkable quality and excellence in all of the above spheres that is unique to G&D.

CONTACT DETAILS

CONTACT NAME	CONTACT DETAILS
Mr Gregory Johannes Dr Delphine Johannes	TEL: 021 903 6805 / 021 903 0204 FAX: 0866 6847566 CELL: 082 477 8908 EMAIL: gd_guest@mweb.co.za Website: www.qdquesthouse.co.za Website: www.qdtraining.co.za VAT REG NO 4120228293 Accredited: CATHSSETA 613/P/000137/2009 Accredited: QCTO SDP1228/18/00317 National Registered: National Skills Fund Department of Labour 1767

**Certificate issued by the Companies & Intellectual Property
Commission on Monday, August 3, 2020**



Companies and Intellectual
Property Commission

a member of the dti group

Abridged Certificate for Annual Returns

CK2B

Registration Number: 2005 / 111548 / 23
Enterprise Name: G AND D GUESTHOUSE

ENTERPRISE INFORMATION

Registration Number: **2005 / 111548 / 23**
Enterprise Name: **G AND D GUESTHOUSE**
Enterprise Shortened Name:
Enterprise Translated Name:
Registration Date: **2005-08-12 12**
Business Start Date: **2005-08-12 12:00**
Enterprise Type: **Close Corporation**
Enterprise Status: **In Business**
Financial Year End: **February**

This is a certified copy of the original document
without alteration, as seen by me.
Signed: *[Signature]* Date: 22/12/20
AMERZON DANIEL McLEAN
Commissioner of Oaths
Blue Downs, Goodwood
Ref.9/1/8/2 Goodwood Date 5 July 2018

Addresses: **POSTAL ADDRESS**
3 DALE WAY
MABILLE PARK
KUILSRIVER
7580

ADDRESS OF REGISTERED OFFICE
3 DALE WAY
MABILLE PARK
KUILSRIVER
7580

AUDITOR / ACCOUNTING OFFICER INFORMATION

Auditor Name	Effective Date	Status	Type
REYNEKE AND ASSOCIATES		Current	ACC

DIRECTOR / MEMBER INFORMATION

ID No / Date of Birth	Surname	Name(s)	Status	Type
571105 XXXX 08 X	JOHANNES	GREGORY	Active	Member
600404 XXXX 08 X	JOHANNES	DELPHINE	Active	Member

Physical Address
the dti Campus - Block F
77 Meintjies Street
Sunnyside 0001

Postal Address: Companies
P O Box 429
Pretoria
0001

Docex: 256
Web: www.cipc.co.za
Contact Centre: 086 100 2472 (CIPC)
Contact Centre (International): +27 12 394 9573



GEREGISTREEPDE WOON- EN POSADRES

1. Bewaar die bewys van u GEREGISTREEPDE WOON- EN POSADRES in hierdie sakkie.

2. Indien u van adres verander het, of indien besonderhede van u huidige adres, bv. straatnaam en/of -nommer, ens. verander het, moet die vorm KENNISGEWING VAN ADRESVERANDERING, wat in die sakkie agter in die identiteitsdokument is, gebruik word om die verandering aan te meld en moet dit ingedien word by of gepos word aan die naaste streek-/distrikkantoor van die DEPARTEMENT VAN BINNELANDSE SAKE.

REGISTERED RESIDENTIAL AND POSTAL ADDRESS

1. Keep the proof of your REGISTERED RESIDENTIAL AND POSTAL ADDRESS in this pocket.

2. If you have changed your address, or, if particulars of your present address, e.g. name of street and/or street number, etc., have been changed, the NOTICE OF CHANGE OF ADDRESS form in the pocket at the back of the identity document must be used to report the change and it must be handed in at or posted to the nearest regional/district office of the DEPARTMENT OF HOME AFFAIRS.

1

I.D.No. 600404 0112 08 4



S. A. BURGER/S. A. CITIZEN

VAN/SURNAME

JOHANNES

VOORNAME/FORENAMES

DELPHINE

GEBORTEDISTRIK OF LAND/
DISTRICT OR COUNTRY OF BIRTH

SUID-AFRIKA

GEBORTEDATUM/
DATE OF BIRTH

1960-04-04

DATUM UITGEREIK
DATE ISSUED

2003-02-26

UITGEREIK OP GESAG VAN DIE
DIREKTEUR-GENERAAL:
BINNELANDSE SAKE

ISSUED BY AUTHORITY OF THE
DIRECTOR-GENERAL:
HOME AFFAIRS



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without alteration, as seen by me.

Signed: *Amerson Daniel McLean* Date: 22/12/20

AMERZON DANIEL McLEAN

Commissioner of Oaths
Blue Downs, Goodwood

Ref. 9/1/8/2 Goodwood Date 5 July 2018



REPUBLIC OF SOUTH AFRICA
NATIONAL IDENTITY CARD

Surname:
JOHANNES
Names:
GREGORY
Sex:
M
Nationality:
RSA
Identity Number:
5711055140088
Date of Birth:
05 NOV 1957
Country of Birth:
RSA
Status:
CITIZEN



Signature:



Conditions:

This card has been issued by the
Department of Home Affairs in terms of the
Identification Act, Act 68 of 1997

If found please return to the Department of Home Affairs
For enquiry or verification purposes contact 0800 60 11 90

Date of Issue:
06 DEC 2018

21536

109346385



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without alteration, as seen by me.

Signed: *Amerson Daniel McLean* Date: *22/12/20*

AMERZON DANIEL McLEAN
Commissioner of Oaths
Blue Downs, Goodwood

Ref.9/1/8/2 Goodwood Date 5 July 2018



TAX COMPLIANCE STATUS

PIN Issued

G AND D GUESTHOUSE CC
3 DALE WAY
MABILLE PARK
KUIL RIVER
7580

Enquiries should be addressed to SARS:

Contact Detail

SARS
Alberton
1528

Contact Centre Tel: 0800 00 SARS (7277)
SARS online: www.sars.gov.za

Details

Taxpayer Reference Number: 9466719151

Always quote this reference number when contacting SARS

Issue Date: 2020/03/04

Dear Taxpayer

TAX COMPLIANCE STATUS PIN ISSUED

The South African Revenue Service (SARS) has issued your tax compliance status (TCS) PIN as indicated below:

TCS Details:	
Taxpayer Name	G And D Guesthouse Cc
Trading Name	G AND D GUESTHOUSE CC
Tax Reference Number(s)	IT - 9466719151 Vat - 4120228293 PAYE - 7620764995
Purpose of Request	Good Standing
Request Reference Number	0004368496GS04032D1409409
PIN	D12622C21C
PIN Expiry Date	04/03/2021

You may authorise a third party to view your TCS by providing them the PIN. The PIN only allows the third party access to your TCS. All other tax information remains secure.

Your TCS displayed is based on your compliance as at the date and time the PIN is used.

You may cancel this PIN at any time before the expiry date reflected above. Once cancelled, a third party will not be able to verify your TCS.

SARS reserves the right to cancel this PIN in the event that it was fraudulently issued or obtained.

Should you have any other queries please call the SARS Contact Centre on 0800 00 SARS (7277). Remember to have your taxpayer reference number at hand when you call to enable us to assist you promptly.

Sincerely
ISSUED ON BEHALF OF THE SOUTH AFRICAN REVENUE SERVICE

This is a certified copy of the original document without alteration, as seen by me.

Signed: *[Signature]* Date: 22/12/20

AMERZON DANIEL McLEAN
Commissioner of Oaths
Blue Downs, Goodwood
Ref: 9/1/8/2 Goodwood Date 5 July 2018



the dti

Department:
Trade and Industry
REPUBLIC OF SOUTH AFRICA



Companies and Intellectual
Property Commission

a member of the dti group

B-BBEE CERTIFICATE FOR EXEMPTED MICRO ENTERPRISES

Issued by the Companies & Intellectual Property Commission (CIPC) on behalf of the Department of Trade and Industry. Based on the Financial Statements/Management Accounts and other information available on the latest financial year-end, the annual Total Revenue was R10,000,000.00 (Ten Million Rands) or less.

This Certificate serves as an Affidavit in terms of Code Series 000, Section 4.5 of the Amended Codes 2013.



Tracking Number: 9286383674



Enterprise Number: B2005111548

B-BBEE LEVEL 1 CONTRIBUTOR: 135% PROCUREMENT RECOGNITION

B-BBEE INFORMATION

Certificate Number	9286383674
Total Number of Shareholders	TWO (2) SHAREHOLDER(S)
Number of Black Shareholders	TWO (2) BLACK SHAREHOLDER(S)
Number of White Shareholders	ZERO (0) WHITE SHAREHOLDER(S)
Black Ownership Percentage	100% BLACK OWNERSHIP
Black Female Percentage	51% BLACK FEMALE OWNERSHIP
White Ownership Percentage	0% WHITE OWNERSHIP
B-BBEE Status	B-BBEE LEVEL 1 CONTRIBUTOR: 135% PROCUREMENT RECOGNITION
Date of Issue	03-August-2020
Expiry Date	02-August-2021

- Unemployed black people not attending and not required by law to attend an educational institution and not awaiting admission to an educational institution: 0%
- Black people who are youth as defined in the National Youth Commission Act of 1996: 0%
- Black people who are persons with disabilities as defined in the Code of Good Practice on employment of people with disabilities issued under the Employment Equity Act: 0%
- Black people living in rural and under developed areas: 0%
- Black military veterans who qualify to be called a military veteran in terms of the Military Veterans Act 18 of 2011: 0%

ENTERPRISE INFORMATION

Registration number	2005 / 111548 / 23
Enterprise Name	G AND D GUESTHOUSE CC
Registration Date	12-August-2005
Enterprise Type	Close Corporation
Enterprise Status	In Business

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Signed: *Amerson Daniel McLean* Date: 22/12/20

AMERZON DANIEL McLEAN
Commissioner of Oaths
Blue Downs, Goodwood

Ref.9/1/8/2 Goodwood Date 5 July 2018

Physical Address
the dti Campus - Block F
77 Meintjies Street
Sunnyside 0001

Postal Address: Companies
P.O Box 429
Pretoria
0001

Docex: 256
Web: www.cipc.co.za
Contact Centre: 086 100 2472(CIPC)
Contact Centre (International): +27 12 394 9500





CSD REGISTRATION REPORT

SUPPLIER IDENTIFICATION

Supplier number	MAAA0056622	South African company/CC registration number	2005/111548/23
Is supplier active?	Yes	Have Bank Account	Yes
Allow associates?	Yes	Total annual turnover	R10 million or less; or
Supplier type	CIPC Company	Financial year start date	01 Mar 2016 00:00:00:000
Supplier sub-type	Close Corporation	Registration date	12 Aug 2005 00:00:00:000
Supplier name	G AND D GUESTHOUSE	Created by	gregoryjohannes42@gmail.com
Trading name	G AND D GUESTHOUSE CC	Created date	16 Mar 2016 11:49:02:000
Identification type	South African Company/Close Corporation Registration Number	Edit by	gregoryjohannes42@gmail.com
Government breakdown	Close Corporations (CC)	Edit date	11 Jan 2021 08:24:08:240
Business status	In Business	Restricted Supplier	No
Country of origin	South Africa		

SUPPLIER INDUSTRY CLASSIFICATION INFORMATION

INDUSTRY CLASSIFICATION 1			
Main group	Accommodation and food service activities	Core industry	Accommodation
Division	Accommodation	% share of annual turnover	51.00
INDUSTRY CLASSIFICATION 2			
Main group	Education		
Division	Education	% share of annual turnover	49.00

SUPPLIER CONTACT INFORMATION





CSD REGISTRATION REPORT

CONTACT 1

Contact type	Bid Office	Do you want this contact to also be a CSD user ?	Yes
Is this your preferred Contact?	No	Created by	gregoryjohannes42@gmail.com
Name(s)	Gregory Johannes	Created date	16 Mar 2016 11:09:14:000
Surname	johannes	Edit by	gregoryjohannes42@gmail.com
Identification type	South African Identification Number	Edit date	04 May 2017 14:16:25:000
Prefer communication via email	Yes		
Email address	gregoryjohannes42@gmail.com		
Cellphone number	082 477 8908		

CONTACT 2

Contact type	Administration	Email address	gd_guest@mweb.co.za
Is this your preferred Contact?	Yes	Telephone number	0219030204
Name(s)	Kaylene	Cellphone number	0824778908
Surname	Jansen	Fax number	0866847566
Identification type	South African Identification Number	Website address	www.gdtraining.co.za
Prefer communication via email	Yes	Do you want this contact to also be a CSD user ?	Yes
Prefer communication via fax	Yes	Created by	gregoryjohannes42@gmail.com
Prefer communication via telephone	Yes	Created date	16 Mar 2016 11:16:10:000
		Edit by	gregoryjohannes42@gmail.com
		Edit date	16 Mar 2016 11:16:10:000

SUPPLIER ADDRESS INFORMATION

ADDRESS 1

Is this a preferred address?	Yes	Country	South Africa
Address line 1	3 Dale Way	This address S/A postal	Yes





CSD REGISTRATION REPORT

Address line 2	Mabille Park	This address S/A delivery	Yes
Suburb	Mabille Park	This address S/A payment	Yes
Province	Western Cape	Created by	gregoryjohannes42@gmail.com
Municipality	City of Cape Town	Created date	16 Mar 2016 11:49:03:260
City	Kuils River	Edit by	gregoryjohannes42@gmail.com
Postal code	7580	Edit date	16 Mar 2016 11:49:03:260
Ward Number	11		

SUPPLIER BANK ACCOUNT

BANK ACCOUNT 1

Account type	Current Accounts	Active start date	27 Mar 2017 13:51:49:000
Bank	FIRST NATIONAL BANK	Created by	gregoryjohannes42@gmail.com
Branch number	250655	Created date	30 Jun 2017 08:56:30:000
Branch name	REMOTE BANKING SERVICE 560	Edit by	csd.safetynetbatch@treasury.gov.za
Account number	62093491092	Edit date	05 Jul 2017 09:09:29:510
Account holder	G AND D GUESTHOUSE CC	Bank Verification Status	Verification Succeeded
Is this a preferred account?	Yes	Foreign Bank Account	No
		Is the identifier linked at the bank	Yes
		Is this a Shared Funding Account	No

BANK ACCOUNT 2

Is this a preferred account?	No	Funding Partner(s)	
Edit date	04 Aug 2020 15:00:00:160		
Bank Verification Status	Bank account deactivation processed		
Foreign Bank Account	No		
Is the identifier linked at the bank	Yes		





CSD REGISTRATION REPORT

Is this a Shared Funding Account

No

BANK ACCOUNT 3

Account type	Current Accounts	Active start date	04 Aug 2020 13:28:58:000
Bank	FIRST NATIONAL BANK	Created by	gregoryjohannes42@gmail.com
Branch number	220323	Created date	04 Aug 2020 13:40:43:610
Branch name	TYGERVALLEY 936	Edit by	csd.safetynetbatchdownload@treasury.gov.za
Account number	62825663752	Edit date	13 Aug 2020 07:00:21:470
Account holder	G AND D GUESTHOUSE CC	Bank Verification Status	Verification Succeeded
Is this a preferred account?	No	Foreign Bank Account	No
		Is the identifier linked at the bank	Yes
		Is this a Shared Funding Account	No
		Funding Partner(s)	

TAX INFORMATION

Income tax number	9466719151	Last validation date	11 Jan 2021 08:24:00:000
Income Tax Status	Compliant tax status Verified	Would you like to receive notifications?	Yes
VAT number	4120228293	Overall Tax Status	Tax Compliant
VAT Status	Compliant tax status Verified	Created by	gregoryjohannes42@gmail.com
Is this supplier a VAT vendor?	Yes	Created date	16 Mar 2016 11:49:02:000
PAYE number	7620764995	Edit by	csd.reverifybatch@treasury.gov.za
PAYE Status	Compliant tax status Verified	Edit date	03 Sep 2018 19:33:02:000
Are you Registered with SARS?	Yes		





CSD REGISTRATION REPORT

B-BEEE INFORMATION

B-BEEE Certificate Number	9286383674	% Owned by black people living in rural or underdeveloped areas	0.00
B-BEEE Certificate Issue Date	03 Aug 2020 11:05:37:000	B-BEEE Status Level Of Contributor	Level 1 Contributor
B-BEEE Certificate Issue Expiry Date	02 Aug 2021 11:05:37:000	B-BEEE Procurement Recognition	135%
% Owned by black people	100.00	Created by	gregoryjohannes42@gmail.com
% Owned by black people who are women	51.00	Created date	03 Nov 2016 10:27:52:367
% Owned by black people who are youth	0.00	Edit by	csd.reverifybatch@treasury.gov.za
% Owned by black people with disabilities	0.00	Edit date	11 Jan 2021 08:24:08:507
% Owned by black who are unemployed	0.00	Last validation date	11 Jan 2021 08:24:08:000
% Owned by black people who are military veteran	0.00	Verification Status	Verified with CIPC
Status			

OWNERSHIP INFORMATION

Owner s name and surname Legal name	Owner s Identification number	RSA Citizen	Ethnic group	Gender	Ownership %	Youth	Disabled	Military	Rural	Township
GREGORY JOHANNES	5711055140088	Yes	Coloured	Male	50.00%	No	No	No		
DELPHINE JOHANNES	6004040112084	Yes	Coloured	Female	50.00%	No	No	No		
					100.00%					

OUTCOMES AGAINST PREFERENTIAL PROCUREMENT CRITERIA BASED ON OWNERSHIP

Enterprise type	EME
B-BEEE status level of contributor	Level 1 Contributor

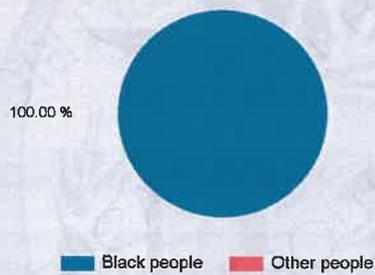




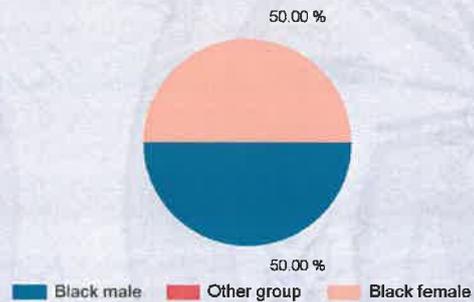
CSD REGISTRATION REPORT

Owned by black people	100.00%
Owned by black people who are youth	0.00%
Owned by black people who are women	50.00%
Owned by black people with disabilities	0.00%
Owned by black people who are military veteran	0.00%
Owned by black people living in rural or underdeveloped areas	0.00%
Owned by black people living in townships	0.00%

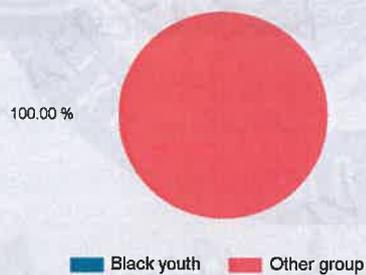
People % Ownership



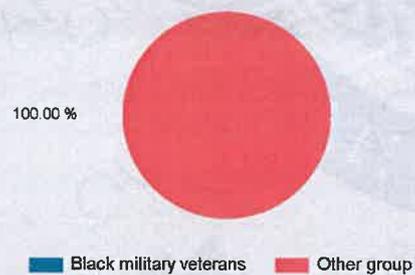
Gender % Ownership



Youth % Ownership



Military veteran % Ownership





CSD REGISTRATION REPORT

Disabled % Ownership

100.00 %



Black people with disabilities Other group

Living area % Ownership

100.00 %



Other areas Black in rural areas Black in townships

DIRECTORS/MEMBERS/OWNERS INFORMATION

DIRECTOR/MEMBER 1

Director type	Member	Owner's gender	Male
Director status	Active	Owner youth	No
Name(s)	GREGORY	Owner person with disabilities	No
Surname	JOHANNES	Owner military veteran	No
Country	South Africa	Created by	gregoryjohannes42@gmail.com
Identification type	South African Identification Number	Created date	27 Mar 2017 13:52:28:000
South African identification number	5711055140088	Edit by	gregoryjohannes42@gmail.com
Work permit	0000000	Edit date	27 Mar 2017 13:52:28:000
Appointment date	12 Aug 2005 00:00:00:000	Restricted Supplier	No
Email address	gregoryjohannes42@gmail.com	Restriction Last Verification Date	11 Jan 2021 08:24:08:287
Phone number	082 477 8908	Government Employee	No
Owner	Yes	Government Employee Last Verification Date	11 Jan 2021 08:24:08:320
Ownership %	50.00%	SA identification number Verified	Yes
Living areas of owner	City of Cape Town, Kuils River SP	SA identification number verification date	11 Jan 2021 08:24:08:147
Owner's ethnic group	Coloured	Companies involved in	MAAA0393258;





CSD REGISTRATION REPORT

DIRECTOR/MEMBER 2

Director type	Member	Owner's gender	Female
Director status	Active	Owner youth	No
Name(s)	DELPHINE	Owner person with disabilities	No
Surname	JOHANNES	Owner military veteran	No
Country	South Africa	Created by	gregoryjohannes42@gmail.com
Identification type	South African Identification Number	Created date	27 Mar 2017 13:52:28:000
South African identification number	6004040112084	Edit by	gregoryjohannes42@gmail.com
Work permit	0000000	Edit date	27 Mar 2017 13:52:28:000
Appointment date	26 Jun 2006 00:00:00:000	Restricted Supplier	No
Email address	gd_guest@mweb.co.za	Restriction Last Verification Date	11 Jan 2021 08:24:08:303
Cellphone number	082 477 8908	Government Employee	No
Owner	Yes	Government Employee Last Verification Date	11 Jan 2021 08:24:08:320
Ownership %	50.00%	SA identification number Verified	Yes
Living areas of owner	City of Cape Town, Kuils River SP	SA identification number verification date	11 Jan 2021 08:24:08:163
Owner's ethnic group	Coloured	Companies involved in	MAAA0393258;

The CSD does not automatically verify foreign company registration number, international securities identification number, foreign identification numbers, foreign passport numbers, work permit numbers, foreign bank accounts, B-BBEE, demographic and accreditation information. Organs of State are required to manually verify this information with the applicable verification institutions as per their current policies and procedures.





CSD REGISTRATION REPORT

Tips and Frequently Asked Questions (FAQ)

Identifier

CSD cannot electronically verify the identity of a supplier other than a South African Individual / Sole Proprietor (through Home Affairs) or a company registered at the Companies and Intellectual Property Commission (CIPC). For this reason, a disclaimer is displayed for supply chain practitioners to obtain supporting documentation to verify the identity and legitimacy of a supplier in these cases.

Bank

For help on how to resolve bank failures click here: [I received an email stating the bank information I captured on the CSD was sent for bank account validation and could not be validated. The response received from the bank contains an error message.](#)

The various possible error messages received from the bank are highSemiBolded in red. Search for the applicable message and follow the detailed steps associated with that error message.



Tax Compliance Status

For help on how to deal with tax status differences between CSD and the tax clearance certificate click here: [What should a supplier do if the tax status on CSD difference from the tax clearance certificate?](#)

Tax Compliance Expiry Date

For help on how to deal with tax status differences between CSD and the tax clearance certificate click here: [How does CSD determine the tax compliance expiry date?](#)

CIPC

Should the director/member information reflected on the CIPC registration report differs to that reflected on CSD for help click here: [The active Directors/Members are not being populated on the CSD Directors/Members screen as they appear at CIPC. how can I rectify this?](#)

State Employee

For more information pertaining to government employment status click here: [Will there be verification done to identify if a supplier is a government employee?](#)

BBBEE

CSD does not automatically verify all certificate information with the various accreditation bodies. Organs of State are required, where not automatically verified by CSD, to manually verify this information with the applicable accreditation body as per current policies and procedures. Expired certificate information do not reflect on the report.





labour

Department:
Labour
REPUBLIC OF SOUTH AFRICA



2019033854

CALL CENTER NO: 0860 105 350

REG NO : 99000077183
FAX NO : 0123456789
ISSUE DATE : 2020-05-26
CERTIFICATE NO : 2019033854

G & D GUESTHOUSE
3 DALE WAY NABILE PARK
NABILE PARK
7580

LETTER OF GOOD STANDING

COMPENSATION FOR OCCUPATIONAL INJURIES AND DISEASES ACT 130 of 1993 (AS AMENDED).

With reference to sections 80, 82, 86 and 89 of Compensation for Occupational Injuries and Diseases Act 130 of 1993 (As amended), I hereby certify that:

G & D GUESTHOUSE

has complied with the requirement of the above Act and is at present in good standing with the Compensation Fund.

Nature of business :GUEST HOUSE

Expiry date :2021-04-30

IMPORTANT NOTICE:

Any fraudulently obtained Letter of Good Standing shall constitute a criminal offence.

The Compensation Commissioner shall institute criminal proceedings against any perpetrators who unlawfully alter or deface this letter with intend to defraud or misrepresent facts contained therein.

PLEASE, use the Below link (Website Address) to check if the Letter of Good Standing is valid:

<https://cfonline.labour.gov.za/VerifyLOGS>

Yours faithfully

COMPENSATION COMMISSIONER

W.As. 48

Compensation House, Cnr Hamilton and Soutpansberg Road, PO Box 955, Pretoria, 0001 Fax:(012)357-1817 Website:<http://www.labour.gov.za>

This is a certified copy of the original document without alteration, as seen by me.
Signed: Date: 22/12/20
AMERZON DANIEL McLEAN
Commissioner of Oaths
Blue Downs, Goodwood
Ref.9/1 '8/2 Goodwood Date 5 July 2018.



Compensation Fund



Company Name	G&D GUESTHOUSE AND TRAINING
Attention	To whom it may concern
E-Mail Address	gd_guest@mweb.co.za
From	SHANICE PILLAY
Telephone Number	08 600 70 000
Date	12 January 2021

Confidentiality Notice: This message is only for the use of the individual or entity to which it is addressed and contains information that is privileged and confidential. If the reader of this message is not the intended addressee, or the employee or agent responsible for the delivery of the message to the intended addressee, you are hereby notified that any dissemination, distribution or copying of this communication is strictly prohibited. If you have received this communication in error, please notify us immediately by telephone and return the original message to us at the address below at our cost.

To whom it may concern,

We confirm the following PUBLIC LIABILITY cover as per the schedule of cover listed below. It is subject to the terms and conditions of our contract with MR G JOHANNES.

Name	Facility number	Inception date		
G&D GUESTHOUSE AND TRAINING	OT23363068	24/03/2014		
Cover			OUTsured Value	Basic Excess
COMPREHENSIVE			R8,003,971.34	R1,320.00
Additional Cover Options				Premium
LIABILITY - DEFECTIVE PRODUCTS			R8,003,971.34	R1,320.00
EXTENDED RETROACTIVE DATE				INCLUDED
LIABILITY - DEFECTIVE WORKMANSHIP				INCLUDED
HELP@OUT MEDICAL & LEGAL				OPTIONAL
HELP@OUT TRAUMA SUPPORT AND HIV CARE				OPTIONAL
VELDFIRES LIABILITY				OPTIONAL
EXTERNAL LIABILITIES				OPTIONAL
LIABILITY - CUSTODY AND CONTROL				OPTIONAL
Included Benefits				
LEGAL DEFENCE COSTS R 10,000.00				INCLUDED
WRONGFUL ARREST				INCLUDED

Special Conditions

- LIABILITY ARISING FROM ANY ADVICE OR TREATMENT OF A PROFESSIONAL NATURE IS NOT COVERED.
- THEFT OR DAMAGE OF GUESTS AND VISITORS PROPERTY IS NOT COVERED UNDER PUBLIC LIABILITY. OPTIONAL COVER IS AVAILABLE UNDER THE CONTENTS SECTION.

Should you have any queries please contact Client Care on 08 600 70 000.

Kind regards,

Wilbur Smith
Chief Operating Officer - Sales and Service



FIRST NATIONAL BANK – A DIVISION OF FIRSTRAND BANK LIMITED REG. NO. 1929/001225/06
An Authorised Financial Services and Credit Provider (NCRCP20)
6th Floor, 1 First Place, Simmonds Street, Johannesburg, 2001, South Africa
For general banking enquiries – Tel: 087 575 9404 International +27(0)11 369 1111
Card Cancellations – Tel: 0800 110 132 International +27(0)11 369 1189
Website: www.fnb.co.za

Dear Valued Client,

We would like to introduce to you our new FNB Letter Generation functionality.

The physical stamp was replaced by an electronic stamp with a unique number which offers a more secure validation/authentication process of the letter by third parties. The electronic stamp deems the letter to be an original letter.

This is a 'First-to-Market' fraud prevention method offered by FNB.

To validate/authenticate the received letter, the 3rd party should follow the steps below on FNB Digital Channels;

Online banking

1. Log onto the FNB website www.fnb.co.za
2. Click on 'Contact Us + Tools'
3. Click on 'Verify Account Confirmation/Visa Application Letters'
4. Enter in the requested information which includes the unique number found on the electronic stamp
5. Click on 'Verify'

FNB Application

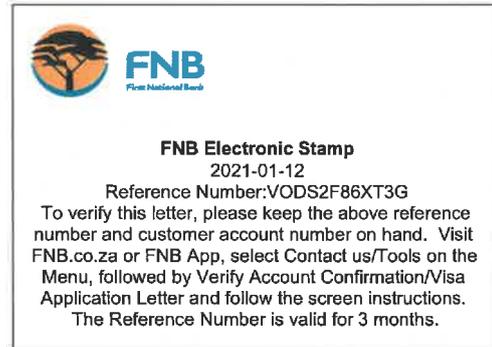
1. Launch the FNB App
2. Select the information icon
3. And then select 'Letter verification'

The letter handed to the third party must match the image of the letter which appears on the above channels exactly. Should there be any discrepancies, the letter should be deemed to be fraudulent and cannot be relied upon by the third party.

The letter will appear on the above website or FNB App for validation/authentication for a period of 3 (three) months from the date of issue, and can be validated multiple times during this period.

The validation/authentication process has been presented to third parties, including SARS, and they subscribe to the enhanced process, to combat fraud.

Yours truly,
FNB Team



Date: 2021-01-12

To whom it may concern

ACCOUNT CONFIRMATION LETTER

We confirm that ***G AND D GUESTHOUSE CC CK2005/111548/23** trading as **G AND D GUEST HOUSE CC** with identification/registration number **2005/111548/23** ("the account holder") holds the following account with First National Bank, a division of FirstRand Bank Limited ("FNB"):

Account Type	PLATINUM BUSINESS ACCOUNT	Account Number	62093491092
Branch Code	260214	Branch Name	ZEVENWACHT MALL
Swift Code	FIRNZAJJ	Date Opened	2005-11-02

FNB issues this letter at the specific request of the account holder and for informational purposes only. This letter serves only to confirm that the above information is, according to the records available to FNB, factually correct as at the date of this letter.

Accordingly, FNB provides no warranties, guarantees, assurances or undertakings of any nature in connection with the above information, the account and/or the account holder, cannot be held responsible for any reliance which may be placed on this letter.

Without limiting the above in any way:

- (i) This letter does not constitute a letter of guarantee or a letter of credit.
- (ii) This letter does not imply or infer in any way that FNB has reserved the funds held in the account in favour of any person, nor that FNB has placed a hold on or limited the amount available in the account. The amount available in the account may change at any time without prior notice to you; and
- (iii) FNB will not be held responsible for any change in the information contained in this letter.

This letter is issued to you without any liability for FNB or its employees. You are to treat this letter as confidential.

Should you have any queries, please visit our website www.fnb.co.za or feel free to contact us on 087 736 2247.

Postal Address
P.O. Box 1329, Rivonia,
2128, South Africa

Physical Address
01 Newtown Avenue,
Killarney, Johannesburg,
2193

Contact
Call Centre: 0860 100 221
Telephone: 011 217 0600
Fax: 011 783 7745



This is a certified copy of the original document
without alteration, as seen by me.
Signed: *[Signature]* Date: 22/12/18
AMERZON DANIEL McLEAN
Commissioner of Oaths
Blue Downs, Goodwood
Ref.9/1 '8/2 Goodwood Date 5 July 2018

Date: 24 May 2019

Organisation: G&D Guesthouse and Training

Contact Details: 021 903 0204

kaylene@gdtraining.co.za

Your Reference: 613/P/000137/2009
(Provider Accreditation number)

Our Reference: D Phungwayo

Dear Gregory Johannes

Confirmation of Provider Accreditation

In accordance with the ETQA Regulation R1127 of the South African Qualifications Authority Act number 58 of 1995 (SAQA Act No. 58 of 1995) Culture, Arts, Tourism, Hospitality and Sport Sector Education and Training Authority (CATHSSETA) is pleased to inform **G&D Guesthouse and Training** that it has been awarded the status, **Accreditation**, as a provider for the period **01/04/2020** to **31/03/2024** or for the lifespan of the unit standards, **subject to prevailing legislation**.

G&D Guesthouse and Training has been accredited to offer the following programmes:

SAQA ID	Title(s)	Level	Programme Type
14111	National Certificate: Professional Cookery	4	Full Qualification
14115	National Certificate: Fast Food Services	3	Full Qualification
14113	National Certificate: Food and Beverage Services	4	Full Qualification
14110	National Certificate: Accommodation Services	2	Full Qualification
64469	Further Education and Training Certificate: Hospitality Reception	4	Full Qualification
CUST/ServProgr/4/0095	Customer Service Programme	4	Skills Programme
CUST/ServProgr/5/0095	Customer Service Programme	5	Skills Programme
HSP/AssChf/2/0022	Assistant Chef	2	Skills Programme
HSP/BarAtt/2/0027	Bar Attendant	2	Skills Programme
HSP/CkConF/2/0019	Cook - Convenience Foods	2	Skills Programme

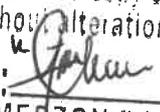
Postal Address
P.O. Box 1329, Rivonia,
2128, South Africa

Physical Address
01 Newtown Avenue,
Killarney, Johannesburg,
2193

Contact
Call Centre: 0860 100 221
Telephone: 011 217 0600
Fax: 011 783 7745



HSP/CkFstF/2/0020	Cook-Fast Foods	2	Skills Programme
HSP/DSrvA/2/0024	Drink Service Assistant	2	Skills Programme
HSP/FdSrvA/2/0023	Food Service Assistant	2	Skills Programme
HSP/KchCln/2/0021	Kitchen Cleaner	2	Skills Programme
HSP/TblAtt/2/0025	Table Attendant	2	Skills Programme
Cons/ConsGenass/2/0052	Conversation General Assistant	2	Skills Programme
Cons/SenFieRang/2/0053	Senior Field Ranger	2	Skills Programme
Cons/FieRangLawEnf/2/0049	Field Ranger Law Enforcement (Unarmed)	2	Skills Programme
TG/CultSite/GD/2/0039	Cultural Site Guide	2	Skills Programme
TG/CULTSITEGD/4/0031	Cultural Site Guide	4	Skills Programme
TGD/NATSGD/2/0029	Nature Site Guide	2	Skills Programme
TG/NATSITEGD/4/0032	Nature Site Guide	4	Skills Programme
HSP/ASSHKR/2/0015	Assistant Housekeeper	2	Skills Programme
FIT/INSTRUCT/4/0085	Fitness Instructor	4	Skills Programme
VOL/SAFMONIT/4/0079	Volunteer Safety Monitor	4	Skills Programme
SPO/SP&RECRLEAD/4/0086	Sport and Recreation Leader	4	Skills Programme
EVM/EVSUPASSGEN/4/006	Event Support Assistant: Generic	4	Skills Programme

This is a certified copy of the original document
without alteration, as seen by me.
Signed:  Date: 22/12/20
AMERZON DANIEL McLEAN
Commissioner of Oaths
Blue Downs, Goodwood
Ref. 9/1/8/2 Goodwood Date 5 July 2018

Postal Address
P.O. Box 1329, Rivonia,
2128, South Africa

Physical Address
01 Newtown Avenue,
Killarney, Johannesburg,
2193

Contact
Call Centre: 0860 100 221
Telephone: 011 217 0600
Fax: 011 783 7745



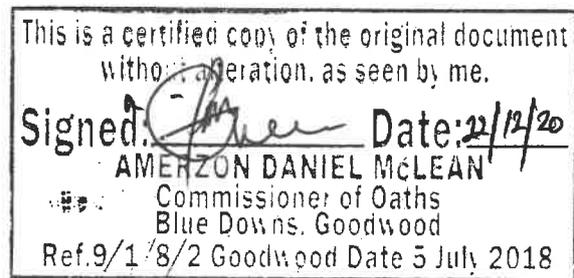
LFG/ASSLIFGUARD/4/0089	Assistant Lifeguard	4	Skills Programme
COA/ATHL4Y&JUNATHL/4/0067	Coaching Athletics For Youth And Junior Athletes	4	Skills Programme

Any additions in accreditation scope will be communicated via a letter of extension.

Full detail of accreditation status and scope of accreditation will be printed on the Provider Accreditation certificate.

Kind Regards

Dimpho Phungwayo
ETQA Manager
Tel: (011) 217 - 0600
Email: dimpho@cathsseta.org.za





employment & labour

Department:
Employment and Labour
REPUBLIC OF SOUTH AFRICA

National Department of Employment and Labour Republic of South Africa

APPROVED FIRST AID ORGANISATION

Registered in accordance with the provisions of the Occupational Health and Safety Act, Act 85 of 1993, as amended and the General Safety Regulation.

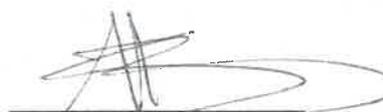
This is to certify that:

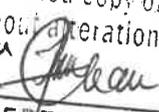
G AND D GUESTHOUSE AND TRAINING (PTY) LTD

has been approved by the Department of Labour as an Approved First Aid Organisation in terms of Regulation 3(4), of the General safety Regulation to issue certificates of competency in first aid to persons who have successfully completed the course.

CONDITIONS OF REGISTRATION:

- The FAO must at all time comply with the requirements of the Occupational Health and Safety Act, Act 85 of 1993, as amended.
- This registration certificate is not transferable.
- This registration will lapse if there is a name change of the FAO or change in ownership.


CHIEF INSPECTOR

This is a certified copy of the original document
without alteration, as seen by me.
Signed:  Date: 2/12/20
AMERZON DANIEL McLEAN
Commissioner of Oaths
Blue Downs, Goodwood
Ref. 9/18/2 Goodwood Date 5 July 2018

Valid from: 07 JULY 2020
Expires: 31 MARCH 2024
Certificate Number: **CI 531/3/12/1**



employment & labour

Department:
Employment and Labour
REPUBLIC OF SOUTH AFRICA

Private Bag X117, PRETORIA, 0001, Laboria House, 215 Francis Baard Street, PRETORIA
Tel: (012) 309 4000, Fax: (012) 309 4082

Enquiries : DM Leshoro
Tel: 012 309 4443
Ref: OHSI3/121
Date:

G AND D GUESTHOUSE AND TRAINING
3 DALE WAY
MABILLE PARK
KUILS RIVER
7580

CONTACT PERSON: GREGORY
CONTACT NUMBER: 082 447 8908
EMAIL ADDRESS: GD_GUEST@MWEB.CO.ZA

OCCUPATIONAL HEALTH AND SAFETY ACT, ACT NO. 85 of 1993. GENERAL SAFETY REGULATION 3(4): APPROVED FIRST AID ORGANISATIONS

I refer to your application to have your organization approved in terms of the above regulation.
I have pleasure in informing you that your organization has been approved subject to the following conditions:

Unit standard ID	Unit standard Title/ modules	NQF Level	Credits
7854	Provide first aid	3	8

- Training is done in accordance with the requirements of CATHSSETA accreditation.
- The certificate will be valid until the expiry date as indicated in your approval certificate.
- The approval can be withdrawn at any time at the discretion of the Chief Inspector, and the conditions of this approval are not transferable.
- The Provincial Chief Inspector must be informed forthwith of any changes to your contact details and ETD practitioners.
- The SDP must comply with the [Directive].

Your approval certificate with the registration number **CI 531/3/12/1** is enclosed.

Kind Regards


CHIEF INSPECTOR

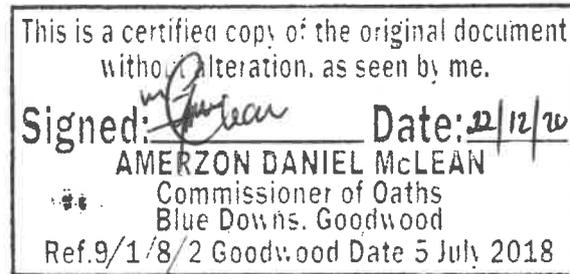
This is a certified copy of the original document
without alteration, as seen by me.
Signed:  Date: 22/12/20
AMERZON DANIEL McLEAN
Commissioner of Oaths
Blue Downs, Goodwood
Ref 9/1 '8/2 Goodwood Date 5 July 2018

256 Glyn Street, Hatfield, Pretoria, 0083
Private Bag X278, Pretoria, 0001
+27 12 003 1800

Enquiries: L Mabunda

E-mail Address: mabunda.ll@qcto.org.za

Head of the Institution
G and D Guesthouse
3 Dale Way, Mabile Park
Kuilsvier
7580



Dear Mr. Gregory Johannes

ACCREDITATION OF: G AND D GUESTHOUSE AS A SKILLS DEVELOPMENT PROVIDER

Accreditation Number: SDP1228/18/00317-671

The subject above refers.

The Quality Council for Trades and Occupations (QCTO) has set policies to accredit Skills Development Providers (SDPs) This is to ensure that education and training in occupations and trades offered in the country is credible and valid. This is in accordance with the Skills Development Act (SDA), 1998, (Act No 97 of 1998) Chapter 6C Section 26J (b) and (e).

The QCTO, after receiving an application, conducted a site inspection of the premises of the institution namely,

**3 Dale Way, Mabile Park
Kuilsvier
7580**

The request for the accreditation to offer occupational qualification/s attached herewith in Annexure A is approved.

The accreditation number together with the 5 year accreditation period of your institution is:

Accreditation Number	Start date of Accreditation	End date of Accreditation
SDP1228/18/00317-671	2018/06/08	2023/06/08

An application to effect any change of address or location that warrants movement of the current domicile to another, should be forwarded to the QCTO before moving. Training learners after relocating to new premises without the revised accreditation letter is against QCTO policy and learner training and results will not be considered for the qualification in such a case.

Your institution should submit learner information data quarterly to the QCTO in accordance with the load specifications as provided by the QCTO.

Ensure you reference the following code when submitting your electronic data files to the QCTO during your data load cycles.

SDP Code: SDP00486012018032201

Confirmation of your successful data load submission will be forwarded directly from the QCTO MIS system.

Kindly familiarise yourself with the latest accreditation policy and other accreditation documents of the QCTO available on.

www.qcto.org.za

The attached annexure reflects all the Occupational Qualification/s your institution is approved to offer.

Note that planned and unplanned monitoring and evaluation visits to your institution will be undertaken to ensure agreed upon quality assurance standards continue to be upheld by your institution.

The QCTO takes this opportunity to congratulate you on your accreditation status.

Yours sincerely



Mr Vijayen D Naidoo
CHIEF EXECUTIVE OFFICER

Date: 2019/12/13

Annexure A

G AND D GUESTHOUSE ACCREDITATION SCOPE

PHYSICAL ADDRESS:

3 Dale Way, Mabille Park
Kuilsriver
7580

PRINCIPAL/CAMPUS/SITE MANAGER:

Mr. Gregory Johannes

PERIOD OF ACCREDITATION: 5 YEARS

START DATE: 2018/06/08

END DATE: 2023/06/08

OCCUPATIONAL TITLE	NQF LEVEL	CREDITS	QUALIFICATION SAQA ID	QCTO CURRICULUM CODE
1 Occupational Certificate: Chef	Level 5	558	101697	343401100
2 Occupational Certificate: Early Childhood Development Practitioner	Level 4	131	97542	234201000



Mr Vijayen D Naidoo
CHIEF EXECUTIVE OFFICER

Date: 2019/12/13

This is a certified copy of the original document without alteration, as seen by me.
Signed:  Date: 22/12/20
AMERZON DANIEL McLEAN
Commissioner of Oaths
Blue Downs, Goodwood
Ref.9/1/8/2 Goodwood Date 5 July 2018

Provider Name: G&D Guesthouse
Date: 2016-07-21
Provider Contact Person: Mr Gregory Johannes
E-mail Address: Gd_guest@mweb.co.za

Learning programme approval

Dear Mr Johannes

With reference to the above, please be advised that the CATHSSETA Sector Education and Training Quality Assurance Body evaluated the submitted **SP: Events Support Assistant: GENERIC EVM/EVSUPASSGEN/4/0006, Level 4** and confirms that it addresses the requirements to award Full approval status with regards to the following unit standards:

EVM/EVSUPASSGEN/4/0006

Event Support Assistant: GENERIC				
SAQA ID	Unit standard title	UStd Info	Level	Credit
110296	Adhere to professional conduct and business ethics in a Public Relations and Communication environment	Compulsory	4	4
116594	Function in a team	Compulsory	4	4
246740	Care for customers	Compulsory	4	3
255914	Minimise and manage safety and emergency incidents	Compulsory	4	6
260177	Function in the events industry	Compulsory	4	8
261157	Conduct event support services with specific event genres	Compulsory	4	10

Approval status valid: from 21 July 2016 to the learner registration end date of the qualification.

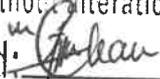
The above unit standards will be added to your accreditation scope of training only for the period mentioned above.

The implementation of this programme will be verified at a visit when completed and non-compliance could result in the scope being revoked. Should you require further assistance in this regard, kindly contact the CATHSSETA ETQA Programme Administrator.

Kind Regards



External Verifier
Tel: 073 448 8687
Martha@polka.co.za

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Commissioner of Oaths
Blue Downs, Goodwood
Ref.9/1/8/2 Goodwood Date 5 July 2018



Block E, 3rd Floor, Sandhurst Office Park,
Cnr Kathrine & Rivonia Road, Sandton, 2146
P O Box 1329, Rivonia, 2128
Telephone: 011-783 7235 Facsimile: 0865053348 Email: info@theta.org.za
Call Centre: 0860 100 221

Provider Name: G&D Guesthouse
Date: 2011-03-25
Provider Contact Person: Gregory Johannes
E-mail Address: gd_guest@mweb.co.za

Learning programme approval

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without alteration, as seen by me.
Signed: *[Signature]* Date: 22/12/18
AMERZON DANIEL McLEAN
Commissioner of Oaths
Blue Downs, Goodwood
Ref.9/1/8/2 Goodwood Date 5 July 2018

Dear Gregory Johannes

With reference to the above, please be advised that the THETA Sector Education and Training Quality Assurance Body evaluated the submitted Skills Programme: Assistant Chef (Hsp/AssChef/2/0022) and confirms that it addresses the requirements to award Full approval status.

Approval status valid: From 22 February 2011 to the learner registration end date of the skills programme.

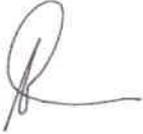
SAQA ID	Title	Level	Credit
7800	Maintain health, hygiene and professional appearance	2	1
7793	Describe layout, services and facilities of the organisation	2	1
7799	Maintain a safe working environment	2	2
7748	Handle and store food	2	2
7660	Prepare vegetables for hot and cold dishes	2	2
7705	Handle and maintain knives	2	2
11235	Maintain effective working relationships with other members of staff	3	1
7796	Maintain a secure working environment	3	1
7637	Maintain hygiene in food preparation, cooking & storage areas	3	2
7754	Prepare and cook basic fish dishes	3	3
7757	Prepare and cook basic sauces and soups	3	4
7810	Prepare and cook starch	2	1
7811	Prepare and cook basic vegetable protein dishes	2	1
7816	Clean food production areas, equipment and utensils	2	1
7809	Prepare and cook basic fruit dishes	2	1
7762	Prepare and cook basic rice dishes	2	2
7802	Prepare and cook basic egg dishes	2	2
7807	Prepare and cook basic shellfish dishes	2	2
7805	Prepare and cook basic pasta dishes	2	2
7759	Prepare and cook basic pulse dishes	2	2
7806	Prepare and present food for cold presentation	3	2
7766	Prepare and cook basic dough products	3	3
7790	Process incoming and outgoing telephone calls	3	3
7768	Prepare and cook basic pastry dishes	3	4
7817	Cook-Chill foods	3	4
7819	Cook-Freeze foods	3	4
7772	Prepare, bake and decorate basic cakes & biscuits	3	6
7728	Prepare and cook basic meat, poultry, game or offal dishes	4	8
7755	Prepare and cook basic cold and hot desserts	4	4

The above skills programme will be added to your accreditation scope of training only for the period mentioned above.

The implementation of this programme will be verified at a visit when completed and non-compliance could result in the scope being revoked.

Should you require further assistance in this regard, kindly contact the THETA ETQA Programme Administrator.

Kind Regards

A handwritten signature in black ink, appearing to be 'N. Dunn', with a stylized flourish at the end.

N. Dunn

External Verifier

Tel: 082 374 1710

titanskills@telkomsa.net



CAPE TOWN KANTOOR / OFFICE
13 Mispel Road
Bellville
7550

T: 021 910 9200 | E: braamg@seesa.co.za

OCCUPATIONAL HEALTH AND SAFETY ACT 83 OF 1993

OHS Certificate of Compliance

Awarded To: G&D Guesthouse and Training

Date Issued: 10 July 2020

Regard

Braam Geldenhuys
SEESA Occupational Health and Safety
Advisor, Moderator and Assessor

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without alteration, as seen by me.
Signed: *m. McLean* Date: 22/12/20
AMERZON DANIEL MCLEAN
Commissioner of Oaths
Blue Downs, Goodwood
Ref.9/1 '8/2 Goodwood Date 5 July 2018



SEESA (Pty) Ltd | Registration Number: 2008/015270/07 | VAT Registration Number: 4400252823
Directors: U. Botha | W.R. Le Roux | H.J. Wilken | E.P. Hobbs | E. Kleynhans | P. Rothmann | Non-Executive: B.R. Topham | B.D. Oostendurp

Provider Name: G&D Guesthouse
Date: 2015-01-16
Provider Contact Person: Mr Gregory Johannes
E-mail Address: Gd_guest@mweb.co.za

Learning programme approval

Dear Mr Johannes

With reference to the above, please be advised that the CATHSSETA Sector Education and Training Quality Assurance Body evaluated the submitted **SP: Cultural Site Guide, Level 2, TG/CULTSITEGD/2/0039**, and confirms that it addresses the requirements to award Full approval status with regards to the following unit standards:

TG/CULTSITEGD/2/0039

Cultural Site Guide L2			
SAQA ID	Unit standard title	Level	Credit
8478	Create a Guided Experience for Customers	2	20
8438	Conduct a guided cultural experience in a limited geographical area	2	20
Total Credit Value Minimum 40 Credits			

Approval status valid: from 16 January 2015 to the learner registration end date of the qualification.

The above unit standards will be added to your accreditation scope of training only for the period mentioned above.

The implementation of this programme will be verified at a visit when completed and non-compliance could result in the scope being revoked. Should you require further assistance in this regard, kindly contact the CATHSSETA ETQA Programme Administrator.

Kind Regards



External Verifier
Tel: 073 448 8687
Martha@polka.co.za

G&D GUESTHOUSE

3 Dale Way
Mabille Park
Kuilsriver
7580

Tel: +27 (21) 903 6805
Fax: +27 (21) 086 684 7566
Cell: 082 477 8908
E-mail: gd_guest@mweb.co.za

Outcomes of Customer Service Level 4

Unit standard Id	Unit standards	Level	Credits
260178	Relate diversity to customer service	Level 4	5
7703	Provide Customer Information and Book External Services	Level 3	2
7710	Deal with the Arrival of Customers	Level 3	2
7789	Provide Customer Service	Level 4	8
8480	Introduce South Africa to tourists	Level 4	7

260178 - Relate diversity to customer service

- ✓ Analyse important issues relating to diversity.
- ✓ Demonstrate an awareness of the need to accommodate diversity and special needs in a service environment.
- ✓ Plan for diversity and special needs in a service environment.

7703 - Provide Customer Information and Book External Services

- ✓ Demonstrated knowledge and understanding
- ✓ Explain why it is important to give accurate information and how inaccurate information impacts on the company, the customer and the service provider.
- ✓ Explain the importance of a good general knowledge and the ways it helps the guest.
- ✓ Describe different sources of information and explain their use.
- ✓ Describe different ways of contacting service providers.
- ✓ Demonstrated ability to make decisions about practice and to act accordingly
- ✓ Attend to customers with minimum delay and in a polite and friendly manner and explain the importance of this.
- ✓ Given a range of inquiries, identify the customers' needs correctly and use appropriate sources of information to provide customers' with accurate information. (Range of sources of information: maps, timetables, directories, guides, organisations contacted by telephone)
(Range of information: directions, travel information, local information, guest services, telephone numbers)

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Cell: 082 477 8908
E-mail: gd_guest@mweb.co.za**

- ✓ Arrange booking for external services following correct procedure and explain the importance of doing this promptly. (Range of external services: transport, restaurant reservations, items to be delivered from external organisations)
- ✓ Keep supplies and displays of customer information well maintained and current.
- ✓ Given a range of unexpected situations decide on what action to take and give reasons for that choice. (Range of unexpected situations: special customer requests, rude/aggressive customers, tour fully booked, no booking found, cannot meet customer needs)
- ✓ Carry out all work in an organised and efficient manner.
- ✓ Demonstrated ability to learn from our actions and to adapt performance
Given a different type of establishment, (game lodge, bed and breakfast, and five star establishments) describe ways of providing customer information and booking services

7710 - Deal with the Arrival of Customers

- ✓ Explain the importance of obtaining documentation correctly completed by the guest in terms of the legal requirements and impact on safety for the establishment.
- ✓ Explain why a good knowledge of services and facilities is required and how this affects the promotion of the establishment.
- ✓ Explain the importance of distributing guest arrival information to other departments.
- ✓ Explain why it is important to greet guests in a welcoming manner, in terms of professionalism.
- ✓ Explain the reasons for establishing credit details from a guest in accordance with organisational requirements.
- ✓ Greet customers and interact with them in a polite and friendly manner at all times and explain the importance of doing this.
- ✓ Given a range of services/ facilities, identify the guest's requirements correctly, determine the availability of the services and communicate this information clearly to the customer. (Range of services and facilities: sleeping accommodation, function, conference, exhibition rooms, leisure)
- ✓ Offer and specify alternative services and invite guests to make a booking.
- ✓ Make a booking using a manual or computerised system.
- ✓ Complete the registration documentation correctly.

G&D GUESTHOUSE

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E-mail: gd_guest@mweb.co.za**

- ✓ Given that a guest does not have a booking, decide on the method of payment in line with company credit procedures.
- ✓ Promote the establishment's services and facilities at all appropriate times and explain the importance of doing this.
- ✓ Prepare guest's information before arrival and explain why this is important.
- ✓ Retrieve customer's booking details from the booking system and check details with the customer.
- ✓ Given a range of problems, decide what action to take to solve the problem and give reasons for that choice. (Range of problems: equipment/system failure, error in booking dates)
- ✓ Carry out all work in an organised and efficient manner.
- ✓ Given a different type of establishment (B&B, 2 star hotel, resort hotel) describe how performance would be adapted when dealing with the arrival of guests.
- ✓ Given a range of guests (rude/aggressive guests, inebriated guest/guest with no booking found, but made in advance), describe how performance would be adapted when dealing with such guests.

7789 - Provide Customer Service

- ✓ Determine the requirements of a customer; treat them in a polite and friendly manner in order to improve customer care in accordance with organisational requirements.
- ✓ Deal with customer complaints in accordance with organisational requirements.

8480 – Introduce South Africa to Tourists

- ✓ Use basic information on South Africa and a local area to enhance a tourist's experience
- ✓ Suggest and recommend alternative arrangements for clients based on changes in information
- ✓ Advise clients on appropriate behaviour based on knowledge of the context
- ✓ Access sources of information in order to provide a service to clients



CITY OF CAPE TOWN
ISIXEKO SASEKAPA
STAD KAAPSTAD

Burgersentrum
Hertzog Boulevard 12, 8001
Posbus 655 Kaapstad 8000
BTW registrasienommer
4500193497

Belastingfakturnommer	202009025257
Klient BTW-registrasie nommer	4120228293
Rekeningnommer	219231081
Verspreidingskode	
Sakevennootnommer	1001630713



MNR G JOHANNES
SAASVELD STREET 10
KUILSRIVIER
7580

Rekenaar-gegenereerde afskrif van belastingfaktuur

Tel: 086 010 3089 - Faks 086 201 1017
Tel: Internasionale oproepe: +27 21 401 4701
E-pos: accounts@capetown.gov.za
Korrespondensie: Direkteur: Inkomste, Posbus 655,
Kaapstad 8000
Webwerfadres: www.capetown.gov.za

Rekening opsomming soos op 10/12/2020	Betaal datum	04/01/2021
Te 3 DALE ROAD, MABILLE PARK / Erf 4894		
Saldo op vorige rekening		2837.20
us betalings (06/12/2020)	Baie dankie	2837.20-
(a)		0.00
Jongste rekening - sien keersy		5979.40
Bedrag nou verskuldig (b)	Betaalbaar teen 04/01/2021	5979.40
	Totaal (a) + (b)	5979.40
Totaal (a) + (b) hierbo	5979.40	
Totale aanspreeklikheid	5979.40	

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Let asseblief:

1. Betalingsopsies

(a) Debietarders: Skakel 0860 103 089 of besoek 'n kliëntediensentrum. (b) Internetbetalings: Besoek www.Easypay.co.za of www.payCity.co.za.

(c) Elektroniese betalings (EFO): Kies die Stad Kaapstad as bankgelyste begunstigde op u bank se webtuiste. Gebruik slegs u negesyfer- munisipale rekeningnommer as verwysing. (d) Direkte inbetaling by Nedbank: Toon asb. jou rekeningnommer 219231081 aan die bankteller.

(e) Kontant, debietkaart, kredietkaart en ander: Toon asseblief jou rekening aan die kassier.

2. Waar die Stad bankkoste op enige betaalmetode aangaan, sal die Stad daardie koste op die gedeelte van die bedrag hoër as R7 000 per transaksie per rekeningnommer verhaal. Die Stad absorbeer hierdie koste ten opsigte van 'n enkelbetaling van R7 000 en minder.

3. Rente sal gehef word op alle bedrae wat ná die betaaldatum steeds verskuldig is.

4. U mag nie u betaling weerhou nie, selfs al hef u by die Stad oor hierdie rekening navraag gedoen.

5. Versuiming om te betaal, kan daartoe lei dat:

(a) die Stad agterstallige skuld op die aankoop van koopkrag verhaal,

(b) u water- en/of elektrisiteitstoevoer afgesluit/beperk word. Onmiddellike heraansluiting van die toevoer na betaling kan nie gewaarborg word nie.

'n Afsluitingsgeld sal gehef word en u deposito kan verhoog word.

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Signed: *[Signature]* Date: 22/12/20
AMERZON DANIEL McLEAN
Commissioner of Oaths
Blue Downs, Goodwood
Ref. 9/1 '8/2 Goodwood Date 5 July 2018

Betaalpunt: Stad Kaapstad-betaalkantore of die verskaffers hieronder:



NEDBANK



Checkers



WOOLWORTHS

SHOPRITE

Pick n Pay

SPAR



MNR G JOHANNES

Rekeningnommer 219231081

Totaal verskuldig indien nie kontant betaal nie 5979.40

Totaal verskuldig indien kontant betaal 5979.40

Afgeronde bedrag na volgende rekening oorgedra 0.00



>>>> 915552192310814



CITY OF CAPE TOWN
ISIXEKO SASEKAPA
STAD KAAPSTAD

Burgersentrum
Hertzog Boulevard 12, 8001
Posbus 655 Kaapstad 8000
BTW registrasienommer
4500193497

Belastingfakturnommer	130008556928
Klient BTW-registrasie nommer	4120228293
Rekeningnommer	205452445
Verspreidingskode	
Samevennootnommer	1001630713



MNR. & MEV. JOHANNES G & JOHANNES D
SAASVELD STREET 10
KUILSRIVIER
7580

Rekenaar-gegenereerde afskrif van belastingfaktuur

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Korrespondensie: Direkteur: Inkomste, Posbus 655,
Kaapstad 8000
Webwerfadres: www.capetown.gov.za

Rekening opsomming soos op 10/12/2020		Betaal datum	04/01/2021
Te 10 SAANSWELD ROAD, MABILLE PARK / Erf 4901			
Saldo op vorige rekening			2424.60
Plus betalings (06/12/2020)	Baie dankie		2424.60-
(a)			0.00
Jongste rekening - sien keersy			1901.51
Bedrag nou verskuldig (b)	Betaalbaar teen 04/01/2021		1901.51
	Totaal (a) + (b)		1901.51
Totaal (a) + (b) hierbo		1901.51	
Totale aanspreeklikheid		1901.51	

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(c) Elektroniese betalings (EFO): Kies die Stad Kaapstad as bankgelyste begunstigde op u bank se webtuiste. Gebruik slegs u negeisyfer- munisipale rekeningnommer as verwysing. (d) Direkte inbetaling by Nedbank: Toon asb. jou rekeningnommer 205452445 aan die bankteller.

(e) Kontant, debietkaart, kredietkaart en ander: Toon asseblief jou rekening aan die kassier.

2. Waar die Stad bankkoste op enige betaalmetode aangaan, sal die Stad daardie koste op die gedeelte van die rekeningnommer as 87000 persentasie per rekeningnommer verhaal. Die Stad absorbeer hierdie koste ten opsigte van 'n enkelbetaling van R7 000 en minder.

3. Rente sal gehêf word op alle bedrae wat ná die betaaldatum steeds verskuldig is.

4. U mag nie u betaling weerhou nie, selfs al het u by die Stad oor hierdie rekening navraag gedoen.

5. Versuiming om te betaal, kan daartoe lei dat:

(a) die Stad agterstallige skuld op die aankoop van koopkrag verhaal,

(b) u water- en/of elektrisiteitstoever afgesluit/beperk word. Onmiddellike heraansluiting van die toevoer na betaling kan nie gewaarborg word nie.

'n Afsluitingsgeld sal gehêf word en u deposito kan verhoog word.

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Blue Downs, Goodwood
Ref. 9/1 '8/2 Goodwood Date 5 July 2018

Betaalpunt: Stad Kaapstad-betaalkantore of die verskaffers hieronder:



NEDBANK



Checkers



WOOLWORTHS

SHOPRITE

Pick n Pay

SPAR



MNR. & MEV. JOHANNES G & JOHANNES D

Rekeningnommer 205452445



Totaal verskuldig indien nie kontant betaal nie 1901.51

Totaal verskuldig indien kontant betaal 1901.50

Afgeronde bedrag na volgende rekening oorgedra 0.01

>>>> 915552054524452



G&D GUESTHOUSE cc

3 Dale Way
Mabille Park
Kuilsriver
7580

Tel: +27 (21) 903 6805
Fax: +27 (21) 086 684 7566
Cell: 082 477 8908
E-mail: gd_quest@mweb.co.za
Website: www.gdquesthouse.co.za
Website: www.gdtraining.co.za
VAT REG NO 4120228293

22 December 2020

To whom it may concern

With this letter I Delphine Johannes with ID number 6004040112084 hereby grant my partner and co-director of G&D Guesthouse cc Gregory Johannes with ID number 5711055140088 full power of authority to make any decisions and applications on behalf of the company and to sign all documents related to business on my behalf. G and D Guesthouse cc registration no 2005/111548/23.

Thank you

Delphine Johannes

Gregory Johannes





G&D Guesthouse and Training

"Educating Today for a Brighter Tomorrow"

3 Dale Way
Mabille Park
Kuilsriver
7580

Tel: +27 (21) 903 0204
Fax: +27 (21) 086 684 7566
Cell: 082 477 8908
E-mail: gd_guest@mweb.co.za
VAT REG NO 4120228293
Cathsseta: 613/P/000137/2009
QCTO: SDP1228/18/00317

TRAINERS

-

ASSESSORS

-

FACILITATORS

CURRICULUM VITAE

Wendy
van der Heyde

CURRICULUM VITAE

Contact Information

Name Wendy van der Heyde
Address 14 Lincoln Street
Boston
Bellville
7530
Telephone 021 949 9006
Cell Phone 078 173 1934
E-mail vdhwendy29@gmail.com
Persal no 50335987
ID number 581008 0132 084

Personal information

Date of birth 08 October 1958
Place of birth Ebenhaezer
Citizenship South African
Marital status Married
Dependents 2
Church Bellville Baptist

Education

High School Esselenpark High School
Matric Certificate 1977
Teacher's Training College Bellville Teacher's Training College 1977-1980
Teacher's Certificate
University UWC
Diploma in School librarianship

Employment history

1. The Settlers high School: Taught Afrikaans First Additional Language Grade 8-12 (2013). Managed softball and netball teams.
2. Lectured Afrikaans Additional Language to first year Journalism students at CPUT (2012).

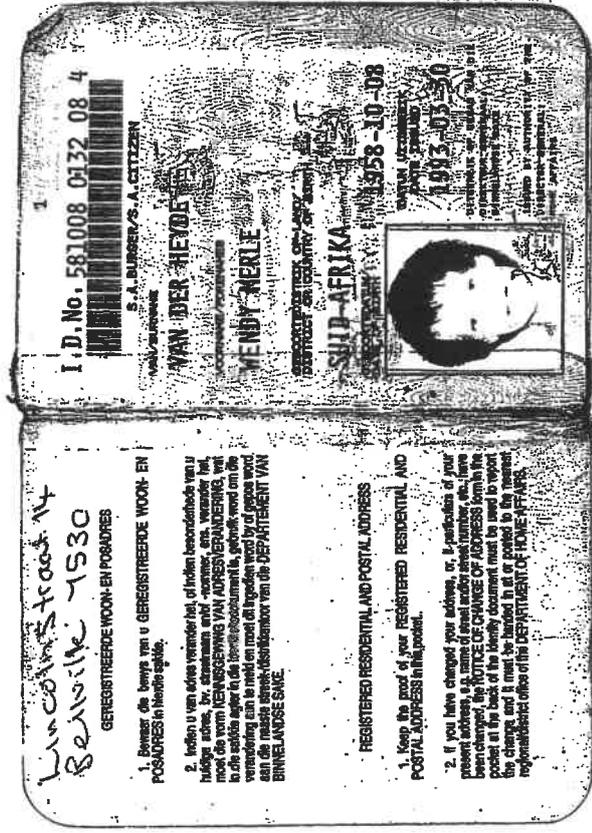
3. Substitute teacher at Klein Nederburg Secondary school: 2012
4. Substitute teacher at Vredelust Primary School, Eversdal Primary, Scottsville Secondary (2009 - 2012)
5. Tafelsig High School: 1989-2001
6. Saambou Primary School: 1985-1988
7. Scottsville High School: 1982-1984
8. Kasselsvlei High School: 1981

Training/Other responsibilities

1. CAPS TRAINING for Grade 12 on November 9, 2013.
2. CAPS TRAINING for Grade 8, during July 2013
3. Translation of Grade 10 Consumer Studies text book from English to Afrikaans (2010)
4. Responsible for the Christian Student Organization (Scottsville High).
5. Argus School Quiz (Tafelsig High).
6. Served on Bursary committee (Tafelsig High).
7. Organising of Matric Ball (Tafelsig High).
8. Women's Ministry at Bellville Baptist Church (2002 - 2008).
9. Taught English to foreigners at Bellville Baptist Church (2008 - 2010).
10. Tutored Afrikaans to French speaking learners - Grade 12 (2004 - 2008).

References

Pastor Leandre Okeli, Bellville Baptist Church (072 200 9119)
 Gregg Johannes, G&D guesthouse and training. (082 477 8908)



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Signed: *Amerson Daniel McLean* Date: *21/07/18*
 AMERSON DANIEL MCLEAN
 Commissioner of Oaths
 Blue Downs, Goodwood
 Ref 9/1 8/2 Goodwood Date 5 July 2018

DECLARATION OF OATH

I, WENDY MERLE VAN DER HEYDE, néé, BAILEY, declare that I was born VENETIA MERLE, but had my name changed to WENDY MERLE, thus the different first name on my Diploma and Certificate.

Included are certified copies of my "old" and "new" identity documents.

Indien die jongste foto nie meer 'n herkenbare swabeeld van die houër is, sit, sit, versend foto deur die Sekretaris van Suid-Afrikaanse Sake aangebring word.
Should the latest photo no longer be a recognizable image of the holder, a further photo will be affixed by the Secretary for the Interior.

Kyk opmerkings op bladsy 3, Sinsmetes on page 3.

BESONDERHEDE VAN PERSOON—PARTICULARS OF PERSON

S.A. BURGER S.A. CITIZEN
IDENTITEITSNOUMER 581008 0132 01 9 IDENTITY NUMBER
BAILEY
VENETIA MERLE

8/10/1958
VROULIK/FEMALE
SUID-AFRIKA/SOUTH AFRICA
17/1/6977 8

Naam
Personeel
Geboortedatum
Geboorteplek
Geslag
Land van Oorsprong
Land van Woonplek
Land van Burgerkap
Land van Oorsprong van Voorvaders

8/10/1958
VROULIK/FEMALE
SUID-AFRIKA/SOUTH AFRICA
17/1/6977 8

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Should the latest photo no longer be a recognizable image of the holder, a further photo will be affixed by the Secretary for the Interior.

Handwritten notes: *Handwritten notes at top of page 3, Sinsmetes on page 3.*

Postal Address:
P.O. Box 43229, Rivonia,
2128, South Africa

Physical Address:
03 Newpoint Avenue,
Killingdale, Johannesburg,
2193



Contact:
Call Centre: 08660 100 221
Telephone: 011 217 0600
Fax: 011 783 7245

Date: 14/10/2020
Applicant: Wendy Van Der Heyde
Contact Details Assessor: delphinejohannes@gmail.com
Assessor Registration No: 613/A/0035/14/2016
Identity Number: 5810080132084
Passport Number:

Dear Wendy Van Der Heyde

ASSESSOR REGISTRATION

In terms of the SAQA regulations 9.1 (e), Cathsseta ETQA hereby confirms your registration as an Assessor for the nationally registered qualifications and/or unit standards below.

Qualifications

Qualification	Qualification Code	NQF Level
National Certificate: Accommodation Services	14110	NQF Level: 02

Skills Programme

Skills Programme	Skills Programme Code	NQF Level

Unit Standards

Unit Standards	Unit Standards Code	NQF Level
Analyse a business and determine the way it functions	7782	NQF Level: 04
Apply for a job or work experience placement	7815	NQF Level: 03
Clean and maintain public areas	7626	NQF Level: 02
Clean floors and floor coverings	7606	NQF Level: 02

Unit Standards	Unit Standards Code	NQF Level
Communicate in a business environment	7784	NQF Level: 04
Communicate verbally	7794	NQF Level: 03
Conduct on-the-job coaching	7818	Level: TBA: Pre-2009 was L5
Contribute to the identification of short term supply needs	7844	NQF Level: 04
Control and order stock	7884	Level: TBA: Pre-2009 was L5
Control linen for external laundry	7635	NQF Level: 02
Deep clean floors and soft floor coverings	7613	NQF Level: 02
Describe layout, services and facilities of the organisation	7793	NQF Level: 02
Describe the sectors of the Hospitality, Travel and Tourism Industries	7801	NQF Level: 02
Develop self within the job role	7821	NQF Level: 04
Display cultural awareness in dealing with customers and colleagues	7791	NQF Level: 04
Function in a business environment	7785	NQF Level: 03
Handle and dispose of waste	7612	NQF Level: 02
Handle and store cleaning equipment and materials	7608	NQF Level: 02
Handle mail, messages and written communications	7663	NQF Level: 02
Identify work opportunities	7813	NQF Level: 02
Introduce new staff to the workplace	7860	NQF Level: 03
Launder guest clothes	7631	NQF Level: 02
Maintain a clean linen supply	7657	NQF Level: 03
Maintain a preventative maintenance programme	7869	NQF Level: 04
Maintain a safe working environment	7799	NQF Level: 02
Maintain a secure working environment	7796	NQF Level: 03
Maintain data in a computer system	7792	NQF Level: 02

Unit Standards	Unit Standards Code	NQF Level
Maintain effective working relationships with other members of staff	11235	NQF Level: 03
Maintain health, hygiene and a professional appearance	7800	NQF Level: 01
Maintain housekeeping supplies	7638	NQF Level: 03
Maintain the cleaning programme for own area of responsibility	7846	NQF Level: 04
Maintain the housekeeping service	7658	NQF Level: 04
Maintain the receipt, storage and issue of goods	7839	NQF Level: 04
Monitor and maintain health, safety and security	7868	Level: TBA: Pre-2009 was L5
Monitor customer satisfaction	7836	NQF Level: 04
Operate a Computer	7786	NQF Level: 03
Perform basic calculations	7812	NQF Level: 02
Plan, organise and monitor work in own area of responsibility	7866	Level: TBA: Pre-2009 was L5
Prepare beds and handle linen and bed coverings	7602	NQF Level: 02
Prepare written communications	7822	NQF Level: 04
Process incoming and outgoing telephone calls	7790	NQF Level: 03
Process payments	7788	Level: TBA: Pre-2009 was L5
Provide a collection and delivery service	7700	NQF Level: 02
Provide a housekeeping service within designated area of work	7636	NQF Level: 03
Provide a valet service	7634	NQF Level: 03
Provide a valet/butler service	7725	NQF Level: 03
Provide an on-premise laundry service	7618	NQF Level: 02
Provide Customer Service	7789	NQF Level: 04
Provide First Aid	7854	NQF Level: 04
Self products or services	7787	Level: TBA: Pre-2009 was L5

Unit Standards	Unit Standards Code	NQF Level
Service guest bedroom areas.	7605	NQF Level: 02
Service self-catering kitchen areas and equipment	7614	NQF Level: 02
Service toilet and bathroom areas	7603	NQF Level: 02
Service toilets and washrooms	7629	NQF Level: 02
Source information about self-employment opportunities	7827	NQF Level: 04
Store and handle customer and establishment property	7698	NQF Level: 02
Apply the principles of exercise training	258719	NQF Level: 04
Improve service to customers	7665	NQF Level: 05
Maintain a sport or fitness environment and equipment	254462	NQF Level: 04
Deal with customers	14734	Level: TBA: Pre-2009 was L5
Plan practice sessions and teach basic motor skills	260123	NQF Level: 04
Introduce South Africa to tourists	8480	NQF Level: 04
Relate diversity to customer service	260178	NQF Level: 04
Apply the principles of sport coaching	260120	NQF Level: 04
Apply knowledge of anatomy and physiology to exercise training	243297	NQF Level: 04
Manage safety and emergency incidences	243301	NQF Level: 04
Coach athletics to youth and junior athletes	244553	NQF Level: 04
Contribute to sustainable tourism in South Africa	8490	NQF Level: 04
Identify, handle and defuse security related conflict	11505	NQF Level: 04
Conduct evacuations and emergency drills	242825	NQF Level: 04
Conduct a security patrol in an area of responsibility	244177	NQF Level: 03
Apply legal aspects in a security environment	244184	NQF Level: 03
Conduct access and egress control	244189	NQF Level: 04



SOR Number : 284934

Statement of Results

Learner Name : VAN DER HEYDE WENDY MERLE

Learner ID : 5810080132084

Miscellaneous Unit Standards

US Code 115763 US Title Conducted outcomes-based assessment Credits 15 Endorsement Number US-73634 Assessment Date 29 Apr 2016

Unit Standards	Unit Standards Code	NQF Level
Conduct security at an event	244335	NQF Level: 04
Provide operational support for a minor event	256094	NQF Level: 04
Demonstrate knowledge of Iron Age archaeology	119869	NQF Level: 04
Research a Southern African archaeological site from published and unpublished material	119870	NQF Level: 04
Demonstrate knowledge of Stone Age archaeology	119877	NQF Level: 04
Care for customers	246740	NQF Level: 04
Minimise and manage safety and emergency incidents	255914	NQF Level: 04
Conduct a tourist guiding activity	335801	NQF Level: 04
Conduct a guided cultural experience	335802	NQF Level: 04
Research and design a guided experience at a prominent tourism site	335803	NQF Level: 04

Please be advised of the following conditions:

- Valid Registration as a Cathsseta Assessor is from 14/10/2020 to 14/10/2023, or until the expiry date of the Qualifications and Unit Standards.
- Request for extension of assessment scope or registration period must be submitted to Cathsseta ETQA for consideration.

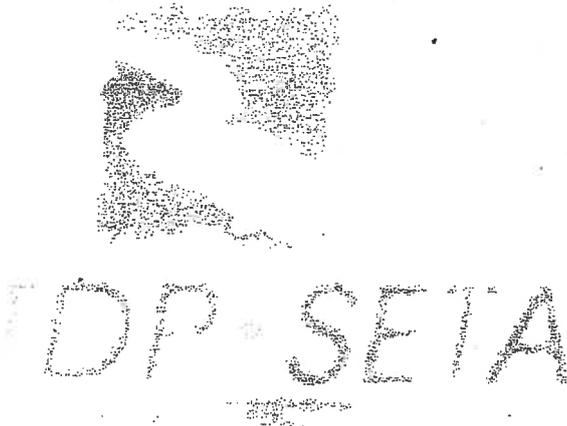
The details contained in this notification are according to the current specification on the Cathsseta database. Should you not agree to the information, kindly notify Cathsseta in writing of the

Kind Regards

ETQA Manager
Tel: 011 217 0600
Dimpho@Cathsseta.org.za

Mr. Herman Letoka
Head of Department : ETQA Unit
ETDP SETA

Report Date : 2016/06/21



No. 04199



REPUBLIEK VAN SUID-AFRIKA

REPUBLIC OF SOUTH AFRICA

ADMINISTRASIE VAN KOORRLINGSAKKE

ADMINISTRATION OF COLOURED AFFAIRS

Primêre

Primary

Onderwysercertifikaat

Teacher's Certificate

SEKSIÛN EUREPE KLASSE

GRAAD / GRADE

NIËDE

TOEGEKEN AAN / AWARDED TO

VENETHA PAUL SALEY

GEBORE / BORN

9 OKTOBER 1958

TWETALIGHEIDSKWALIFIKASIES / BILINGUAL QUALIFICATIONS

AFRIKAANS / ZUIDER GRAAD & ENGLISH LOWER GRADE

Debenham

Ekaminasiebeampte
Examinations Officer

J. C. ...

Direkteur van Onderwys
Director of Education

Datum van Eksamen: 05.06.2016
Date of Examination

Hierdie Sertifikaat word uitgereik sonder enige verwanderings of uitwysings
This Certificate is issued without any enclosures or alterations

GPS-P-1



CERTIFICATE OF COMPETENCE

This is to certify that

Wendy van der Heyde

Identity Number

581008 0132 084

Has been assessed and found to be competent against the unit standard:

Conduct outcomes-based assessment

15 Credits on NQF Level 5 (US ID No. 115753)

on

21st June 2016

[Signature]
Director





University
of the
Western Cape



The

DIPLOMA IN SCHOOL LIBRARIANSHIP

was awarded to

VENETIA MERLE BAILEY

on

20 February 1987

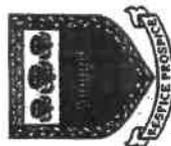
[Signature]

[Signature]

Registrar

Vice-Chancellor

This is a duplicate of the original certificate which is the best knowledge of this university has been lost/destroyed



CURRICULUM VITÆ

OF

SHIRAAJ ZIERVOGEL

PERSONAL INFORMATION

Name: Shirraaj
Surname: Ziervogel
Address: 17 Primrose Street
Lentegeur
Mitchell's Plain
7785
Telephone: (021) 371-8831 (home)
071 276 8973 (cell 1)
073 858 8243 (cell 2)
Email: sziervogel.gdt@gmail.com
Gender: Male
Health: Excellent
Driver's License: Code B

ACADEMIC BACKGROUND

Tertiary Education

Name of Institution : Pulse Training
 Name of Course : First Aid Level 1
 Year of Completion : January 2013 - February 2013

Name of Institution : Cornflower Primary Training Centre
 Name of Course : Applied Basic and Advanced Computing
 Year of Completion : March 2011 - July 2011

Name of Institution : G and D Training
 Name of Course : Chef Course
 Year of Completion : January 2005 - December 2008

Name of Institution : Industries Education & Training Institute
 Name of Course : Chef Assistant - Grade I, II, III
 Year of Completion : August 2004 - November 2004

Name of Institution : Industries Education & Training Institute
 Name of Course : Catering Course
 Year of Completion : November 2004

Name of Institution : Industries Education & Training Institute
 Name of Course : Business Start-up Programme
 Year of Completion : November 2004 - December 2004

Secondary Education

Last School Attended : Belgravia Secondary School
 Year of Completion : 1992
 Highest Grade Passed : Grade 12/Matric

WORK EXPERIENCE

Period: 2006- Till Present
Organisation: G&D Guest House and Hospitality and Tourism Training Company – Knutsriver
Position: Chef Trainer/ Facilitator

Reference: Gregory Johannes - Owner & General Manager 021 903 0204
 082 477 8908

Period: 2008-2009
Organisation: Invelaphi Caterers
Position: Kitchen Manager

Period: 2003-2004
Organisation: CTICC
Position: Commi chef – preparing all hot and cold meals

Period: 2000-2005
Organisation: IETI
Position: Chef Trainer

Period: 1996-1998
Organisation: Mowbray Golf Course
Position: Catering Assistant

Period: 1994-1995
Organisation: Barristers Grill Room
Position: Kitchen Assistant

Period: 1994
Organisation: Bimbos Restaurant
Position: Manager, Cashier, Griller, Cook

Period: 1991-1993
Organisation: The Cape Sun
Position: Buffet Layer, Steward, Kitchen Chef

Postal Address:
P.O. Box 1329, Rhyolite,
2128, South Africa

Contact:
Call Centre: 0860 100 221
Telephone: 031 217 0600
Fax: 011 783 7745



Date: 11/08/2020

Applicant: Shirraj Zlervogel

Contact Details Assessor: gregoryjohannes42@gmail.com

Assessor Registration No: 613/A/002536/2012

Identity Number: 7406275085086

Passport Number:

Dear Shirraj Zlervogel

ASSESSOR REGISTRATION

in terms of the SAQA regulations 9.1 (e), Cathseta ETQA hereby confirms your registration as an Assessor for the nationally registered qualifications and or unit standards below.

Qualifications

Qualification	Qualification Code	NQF Level
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Skills Programme

Skills Programme	Skills Programme Code	NQF Level
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Unit Standards

Unit Standards	Unit Standards Code	NQF Level
Prepare and cook basic pulse dishes	7759	NQF Level: 02
Prepare and cook basic rice dishes	7762	NQF Level: 02
Prepare and clear areas for table service	7740	NQF Level: 03
Prepare and cook basic dough products	7766	NQF Level: 03

Unit Standards	Unit Standards Code	NQF Level
Describe layout, services and facilities of the organisation	7793	NQF Level: 02
Prepare fruit for hot and cold dishes	7659	NQF Level: 02
Process incoming and outgoing telephone calls	7790	NQF Level: 03
Serve bottled wine	7750	NQF Level: 03
Prepare and cook basic fish dishes	7754	NQF Level: 03
Maintain health, hygiene and a professional appearance	7800	NQF Level: 01
Prepare and cook basic sauces and soups	7757	NQF Level: 03
Prepare vegetables for hot and cold dishes	7660	NQF Level: 02
Clean and restock drinks machines/equipment	7738	NQF Level: 02
Prepare and cook basic pasta dishes	7805	NQF Level: 02
Provide a drink service for licensed premises	7760	NQF Level: 03
Handle and maintain knives	7705	NQF Level: 02
Prepare and cook basic vegetable protein dishes	7811	NQF Level: 02
Communicate verbally	7794	NQF Level: 03
Provide a table drink service	7744	NQF Level: 03
Prepare and present food for cold presentation	7806	NQF Level: 03
Prepare and cook basic meat, poultry, game or offal dishes	7728	NQF Level: 04
Clean and store glassware	7735	NQF Level: 02
Maintain hygiene in food preparation, cooking and storage	7637	NQF Level: 03
Maintain cellars/beverage store room	7758	NQF Level: 03
Prepare and cook basic fruit dishes	7809	NQF Level: 02
Prepare and cook basic pastry dishes	7768	NQF Level: 03
Perform basic calculations	7812	NQF Level: 02

Please be advised of the following conditions:

1. Valid Registration as a Cathsseta Assessor is from 11/08/2020 to 11/08/2023, or until the expiry date of the Qualifications and Unit Standards.
2. Request for extension of assessment scope or registration period must be submitted to Cathsseta ETQA for consideration.

The details contained in this notification are according to the current specification on the Cathsseta database. Should you not agree to the information, kindly notify Cathsseta in writing of the

Kind Regards



ETQA Manager

Tel: 011 217 0600

Dimpho@Cathsseta.org.za

Unit Standards	Unit Standards Code	NQF Level
Handle and maintain utensils and equipment	7717	NQF Level: 02
Prepare cold and hot sandwiches and rolls	7661	NQF Level: 02
Provide a table service	7742	NQF Level: 03
Maintain a secure working environment	7796	NQF Level: 03
Maintain data in a computer system	7792	NQF Level: 02
Prepare and serve cocktails	7753	NQF Level: 04
Maintain a safe working environment	7799	NQF Level: 02
Handle and store cleaning equipment and materials	7608	NQF Level: 02
Clean food production areas, equipment and utensils	7816	NQF Level: 02
Prepare kegs and gas cylinders for use	7756	NQF Level: 03
Prepare and cook basic egg dishes	7802	NQF Level: 02
Prepare and cook starch	7810	NQF Level: 02
Clean and store crockery and cutlery	7751	NQF Level: 02
Handle and store food	7748	NQF Level: 02
Prepare and cook basic cold and hot desserts	7755	NQF Level: 04
Prepare and clear areas for counter service	7732	NQF Level: 02
Prepare, service and clear function rooms	7739	NQF Level: 02
Provide a carvery/buffet service	7745	NQF Level: 03
Provide Customer Service	7789	NQF Level: 04
Prepare, bake and decorate basic cakes and biscuits	7772	NQF Level: 03
Clean food production areas and equipment	7749	NQF Level: 02

SOR Number: US/15177385/19

Statement of Results	
Learner Name	Shirraj Ziervogel
Learner ID Number	7405275085086

UNIT STANDARD

US Code	Title	Level	Credits	Endorsement No	Assessment Date
115753	Conduct outcomes-based assessment	Level 05	15	US - 114420	28/01/2012

Yours faithfully



ETDQA Manager



Accreditation Number: 15177385/19
Registration Number: 15177385/19
Contact: Tel: +27(0)11 372 3300

CERTIFICATE OF COMPETENCE

This is to certify that

Shirraj Ziervogel

Identity Number

740527 5085 086

Has been assessed and found to be competent against the unit standard:

Conduct outcomes-based assessment

15 Credits on NQF Level 5 (US No. 115753)

on

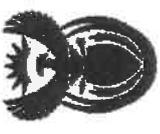
28th January 2012


ID Swanson, Executive Manager


28/01/2012



SDA Certificate No: 246134412
ETDQA SOR Number: 117516



SPONSORED BY
DEPARTMENT OF OCCUPATIONAL SKILLS FUND

Certificate of Competency

THIS IS TO CERTIFY THAT

Shirayj Ziervogel

I.D. No: 740527 5085 08 8

HAS SUCCESSFULLY COMPLETED

Catering Course

Course duration: 20 days

From 02 November 2004 to 29 November 2004

Serial No: FD/327

Date of Issue: 29 November 2004

Issued by:

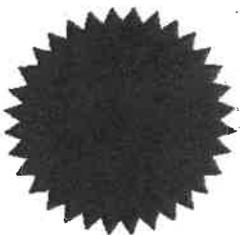
INDUSTRIES EDUCATION & TRAINING INSTITUTE

Training Manager:

Joni



Accredited by the Energy SETA
Accredited with the MER SETA
Registered with the Hospitality THIETA
Registered with the Department of Labour



SPONSORED BY
DEPARTMENT OF OCCUPATIONAL SKILLS FUND

Certificate of Competency

THIS IS TO CERTIFY THAT

Shirayj Ziervogel

I.D. No: 740527 5085 08 6

HAS SUCCESSFULLY COMPLETED

Chef Assistant – Grade I Course

Course duration: 20 days

From 05 October 2004 to 01 November 2004

Serial No: CH1388

Date of Issue: 01 November 2004

Issued by:

INDUSTRIES EDUCATION & TRAINING INSTITUTE

Training Manager:

Joni



Accredited by the Energy SETA
Accredited with the MER SETA
Registered with the Hospitality THIETA
Registered with the Department of Labour





SPONSORED BY
DEPARTMENT OF LABOURATIONAL SKILLS FUND

Certificate of Competency

THIS IS TO CERTIFY THAT

Shirraj Zierwogel

I.D. No: 740527 5085 08 6

HAS SUCCESSFULLY COMPLETED

Chef Assistant – Grade III Course

Course duration: 10 days

From 30 August 2004 to 10 September 2004

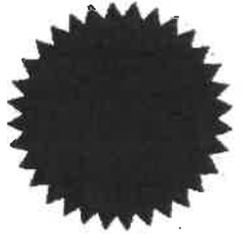
Serial No: CH3/360

Date of Issue: 10 September 2004

Issued by:

INDUSTRIES EDUCATION & TRAINING INSTITUTE

Training Manager: *Joni*



Accredited by the Energy SETA
Accredited with the MHR SETA
Registered with the Hospitality T-SETA
Registered with the Department of Labour



SPONSORED BY
DEPARTMENT OF LABOURATIONAL SKILLS FUND

Certificate of Competency

THIS IS TO CERTIFY THAT

Shirraj Zierwogel

I.D. No: 740527 5085 08 6

HAS SUCCESSFULLY COMPLETED

Chef Assistant – Grade II Course

Course duration: 15 days

From 13 September 2004 to 04 October 2004

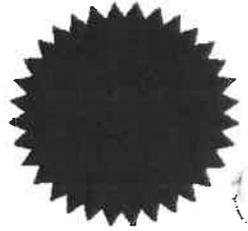
Serial No: CH2/478

Date of Issue: 04 October 2004

Issued by:

INDUSTRIES EDUCATION & TRAINING INSTITUTE

Training Manager: *Joni*



Accredited by the Energy SETA
Accredited with the SIER SETA
Registered with the Hospitality T-SETA
Registered with the Department of Labour



SPONSORED BY
DEPARTMENT OF LABOUR/NATIONAL SKILLS FUND

Certificate of Competency

THIS IS TO CERTIFY THAT

Shirraj Ziervogel

I.D. No: 740627 5085 08 6

HAS SUCCESSFULLY COMPLETED

Business Start-up Programme

Course duration: 14 days

From 30 November 2004 to 20 December 2004

Serial No: E5SP/2952

Date of Issue: 20 December 2004

Issued by:

INDUSTRIES EDUCATION & TRAINING INSTITUTE

Training Manager: *Johnnie*



Accredited by the Energy BETA
Accredited with the Work Council
Registered with the Hospitality TRETA
Registered with the Department of Labour

May 3rd 2015

To Whom It May Concern

Chief Shirraj Ziervogel has been chosen by the High Commission of South Africa to represent the Cape Malay Cuisine at The Grand Millennium Kuala Lumpur during the South African Food and Wine Promotion we hosted from the 20th of April 2015 until the 3rd of May 2015.

It is with great respect that I confirm the success of this Promotion, from the first (opening) day, with the presence of the Ambassador of South Africa and many other Ambassadors, until the last (closing) day.

Chief Shirraj has shown a tremendous talent of expertise within the Food that represent South Africa in general, but also a fantastic ability to adapt to all situations, to train and command the associates from Grand Millennium Kuala Lumpur and a great positive attitude at all time.

I will have not hope for a better African Food Ambassador than Chief Shirraj. This Cape Malay Food Promotion will have definitely not been such a success without the consistent ownership and drive from Chief Shirraj.

I found him to be highly capable in the planning, implementation and follow up of all his responsibilities given and to be very well organized. He was well liked by all, culturally sensitive and very much became part of the team from the first day.

During his time with us, Chief Shirraj had become a great asset to the ordinary department.

I personally have a lot of respect for Chief Shirraj and would certainly like to work with him again in the future.

I highly recommend Chief Shirraj to any organization who needs a first class Chef and a fine individual.

Johnnie
Laurent L. Ziervogel
Executive Chef

GRAND
MILLENNIUM
KUALA LUMPUR

160 Jalan Bukit Bintang, 55100 Kuala Lumpur, Malaysia • T: 603 2117 6888 • F: 603 2162 1441 • E: enquiry@grandmillennium.com
www.grandmillennium.com
A Member of Millennium Hotels and Resorts
Owner: CDI (M) Holdings Sdn. Bhd. (CDI No: 292933-V1)



G&D GUESTHOUSE AND TRAINING

S ZIERVOGEL

ID No: 749527 5085 086

From: 01 January 2005 to 31 December 2008

was employed as an

INSTRUCTOR

Training courses:

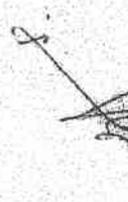
Professional Cookery / Advanced cooking / Basic Cooking
Cooks 10, Cooks 11, Grillings, Sauteing
Chef Career Path: Chef Assistant 1, 2, 3
Hygiene



District Inspector
December 2008

Dept. Registrar ID no: 1767

Theta Provider ID no: 615/P/060157/2009


Mr. Gregory Johannes
Mosekator


Dr. De Joubert Johannes



SPONSORED BY THE
OFFICE OF LABOUR
REGISTRATION

CURRICULUM VITAE OF REINHARDT BASSON

PERSONAL DETAILS

SURNAME: Basson
FIRST NAMES: Reinhardt
GENDER: Male
RACE: Colored
CITIZENSHIP: South African
SA ID: 8801255201082
MARITAL STATUS: Single
DEPENDANTS: 3
DRIVERS LISENCE: Code EB with own transport
HOME ADDRESS: 10 Shirley Crescent, Mabelle Park
Kutlis River, 7580
CONTACT DETAILS: 060 8813453 / (021) 9061267
EMAIL: favour.basson@gmail.com

LANGUAGES: Read and write
English (excellent); Afrikaans (excellent)

NAME OF SCHOOL: **EDUCATION HISTORY**
Norrlink College
STANDARD PASSED: Matric/ Business Management Certificate
YEAR COMPLETED: 2006

SUBJECTS:
: Business English
: Business Afrikaans
: Accounting
: Economic and Legal
: Computer Literacy
: Business Management

**CURRICULUM VITAE
OF
REINHARDT BASSON**

TERTIARY EDUCATION

NAME OF SCHOOL: BPC Training Consultants cc

YEAR COMPLETED: 2008

SUBJECTS:

- Facilitate learning using a variety of given Methodologies - Unit Standard: 117871
- Conduct outcomes based assessments - Unit Standard: 115153
- Design and develop outcomes based assessments - Unit Standard: 115155

EMPLOYMENT HISTORY

NAME OF COMPANY: New Hope School Of Nursing

POSITION: Admin Officer

PERIOD: June 2007-2009 (relocated to Johannesburg)

RESPONSABILITIES: Data Capturing, Portfolio Management, Communications and Marketing, Data Capturing, Portfolio management- I am a qualified Assessor, portfolios were split between Assessor (me) and Moderator, Calendar management,

Reference: Sharon Oliver – 0820783152

NAME OF COMPANY: MWEB Business

POSITION: Welcome Desk Operator

PERIOD: August 2010– November 2010 (contract ended)

RESPONSABILITIES: Data Capturing, Portfolio Management, Communications and Marketing experience and handling of clients, taking of minutes

Reference: TholoTsimi – 011 340 8400

NAME OF COMPANY: New Hope Skills Training

POSITION: Facilitator

PERIOD: January 2011– November 2013

RESPONSABILITIES: Facilitate Forklift and Mobile Crane Course

Reference: Llewelyn Abrahams – 0725684860

NAME OF COMPANY: Zinevox Skills Training

POSITION: Facilitator

PERIOD: January 2014 to November 2015

RESPONSABILITIES: Facilitate Forklift and Mobile Crane Course and Soft Skills

Competencies & Skills I have acquired:

Attend Facilitator communication and presentation skills course, Attend Assessor course, Attend forklift course, Attend Mobile Crane Course, Attend First Aid course, Accredited Assessor (ASSR TETA 16-8)

Reference: Michael Basson – 0845220564

NAME OF COMPANY: Elgin Community College

POSITION: Facilitator

PERIOD: 26 January 2016 – 29 February 2016 (Contract Ended)

RESPONSABILITIES:

10006: Demonstrate an understanding of entrepreneurship and develop entrepreneurial qualities

13994: Identify and discuss different types of businesses and their legal implications

119362: Work with numbers, operations with numbers and relationships between numbers

119368: Describe and interpret and represent mathematical patterns, functions and algebra in different contexts

115901: Monitor compliance to safety, health and environmental requirements in the workplace

Reference: Shiraine Gaiika – 0719298903

NAME OF COMPANY: G&D Training

POSITION: Training Provider Assessor

PERIOD: May 2017 – Currently

RESPONSABILITIES: Facilitator

Reference: Gregory Johannes – 0219030304

NOTICE OF PERSONAL PARTICULARS
 1. Any changes to the personal particulars in your ID Book must be communicated to all relevant parties.

NOTICE OF CHANGE OF ADDRESS
 1. Keep the NOTICE OF CHANGE OF ADDRESS form in this pocket to report a change of address or a change in particular of your present address e.g. name of street and/or street number etc.

2. Hand in at or post to the nearest regional/district office of the DEPARTMENT OF HOME AFFAIRS

I.D. No. 8801255201 082

S. A. LUTZNER

REINHARDT BASSON

REPUBLIC OF SOUTH AFRICA

DATE ISSUED: 2013-08-06

ISSUED BY AUTHORITY OF THE DIRECTOR-GENERAL OF HOME AFFAIRS



This is a certified copy of the original document without alteration, as seen by me.

Signed: *[Signature]* Date: 20/10/18

AMERZON DANIEL MCLEAN
 Commissioner of Oaths
 Blue Downs, Goodwood.

2018/09/18/2 Goodwood Date 5 July 2018

Cathseta

Postal Address: P.O. Box 1329, Rivonia, 2128, South Africa.
 Physical Address: 01 Newkirk Avenue, Killarney, Johannesburg, 2193.

Contact: Call Centre: 0860 100 221
 Telephone: 011 217 0600
 Fax: 011 783 7745

Date: 11/02/2019

Applicant: Reinhardt Basson

Physical Address: 10 Shirley Crescent Mabille Park Kuls River 7580

Postal Address: 10 Shirley Crescent Mabille Park Kuls River 7580

Contact Details: Assessor: Favour.Basson@gmail.com

Assessor Registration No: 613/A/003884/2018

Identity Number: 8801255201082

Dear Reinhardt Basson

ASSESSOR REGISTRATION

In terms of the SAQA regulations 8.1 (e), Cathseta ETQA hereby confirms your registration as an Assessor for the nationally registered unit standards below.

Qualification Details:

NQF Level	Qualification Code	Qualification Title
Level 02	14110	National Certificate: Accommodation Services

Unit standard Details

NQF Level	Unit Standard Code	Unit Standard Title
Level 02	7606	Clean floors and floor coverings
Level 02	8438	Create a guided cultural experience in a limited geographical area
Level 02	8478	Create a guided experience for customers
Level 02	7613	Deep clean floors and soft floor coverings
Level 02	7612	Handle and dispose of waste

Level 02	7608	Handle and store cleaning equipment and materials
Level 02	7602	Prepare beds and handle linen and bed coverings
Level 02	7618	Provide an on-premise laundry service
Level 02	7605	Service guest bedroom areas
Level 02	7614	Service self-catering kitchen areas and equipment
Level 02	7603	Service toilet and bathroom areas
Level 03	244184	APPLY LEGAL ASPECTS IN A SECURITY ENVIRONMENT
Level 03	244177	CONDUCT A SECURITY PATROL IN AN AREA OF RESPONSIBILITY
Level 03	7710	Deal with the Arrival of Customers
Level 03	11235	Maintain effective working relationships with other members of staff
Level 03	7703	Provide Customer Information and Book External Services
Level 04	110286	Adhere to professional conduct and business ethics in a Public Relations and Communication environment
Level 04	246740	Care for Customers
Level 04	244189	CONDUCT ACCESS AND EGRESS CONTROL
Level 04	242825	CONDUCT EVACUATIONS AND EMERGENCY DRILLS
Level 04	261157	Conduct events support services within specific event genres
Level 04	244335	Conduct security at an event
Level 04	8490	Contribute to sustainable tourism in South Africa
Level 04	116594	Function in a team
Level 04	260177	Function in the events industry
Level 04	11505	IDENTIFY, HANDLE AND DEFUSE SECURITY RELATED CONFLICT
Level 04	8480	Introduce South Africa to tourists
Level 04	255914	Minimise and manage safety and emergency incidents

Level 04	7836	Monitor customer satisfaction
Level 04	7769	Provide Customer Service
Level 04	256084	Provide operational support for a minor event
Level 04	260178	Relate diversity to customer service
Level 05	14734	Deal with customers
Level 05	7865	Improve services to customers

Skills Programme Details:

NQF Level	Skills Programme Code	Skills Programme Title
Level 02	TG/CULTSITEGD2/0039	Cultural site guide
Level 04	CUST/ServProgr/4/0095	Customer Services Programme
Level 05	CUST/ServProgr/5/0095	Customer Services Programme
Level 04	EVM/EVSUPASSGEN/4/0008	SP: Event Support Assistant: Generic
Level 04	VOUSAFMONIT/4/0078	Volunteer Safety Monitor

Please be advised of the following conditions:

1. Valid Registration as a Cathsetsa Assessor is from 08/03/2016 to 08/03/2021, or until the expiry date of the Qualifications and Unit Standards.
2. Request for extension of assessment scope or registration period must be submitted to Cathsetsa ETOA for consideration.

The details contained in this notification are according to the current specification on the Cathsetsa database.



ETQA Manager
Tel: 011 217 0600
Dimpho@Cathsetsa.org.za



Education, Training and Development
Practitioners Sector
Education and Training Authority
www.etdpseta.org.za

Private Office, Melville, 2109
(011) 628-5000
(011) 482-6419

SOR Number: 198550

Statement of Results

Learner Name: Basson Reinhardt

Learner ID: 8601255201082

Miscellaneous Unit Standards

US Code	US Title	Endorsement Number	Assessment Date
115753	Conduct outcomes-based assessment	US-8955	28 Nov 2008
115755	Design and develop outcomes-based assessments	US-8955	28 Nov 2008
117871	Facilitate learning using a variety of given methodologies	US-8955	28 Nov 2008

BY SIGNATURE OF LEARNER (PRINT NAME) IS THE LEARNER'S OWN WORK AND NOT THE WORK OF ANOTHER PERSON. THE LEARNER'S SIGNATURE MUST BE VERIFIED BY THE REGISTERED ASSESSOR. THE REGISTERED ASSESSOR MUST SIGN AND DATE THE DOCUMENT. THE REGISTERED ASSESSOR MUST SIGN AND DATE THE DOCUMENT. THE REGISTERED ASSESSOR MUST SIGN AND DATE THE DOCUMENT.

I CERTIFY THAT THIS DOCUMENT IS A TRUE REPRESENTATION (COPY) OF THE ORIGINAL DOCUMENT WHICH WAS HANDLED BY ME. I HAVE NOT MADE ANY CHANGES TO THE ORIGINAL DOCUMENT. I HAVE NOT MADE ANY CHANGES TO THE ORIGINAL DOCUMENT.

REGISTERED ASSESSOR SIGNATURE: *[Signature]* DATE: 28/11/07
 REGISTERED ASSESSOR NAME IN PRINT: VALAN MASHIGO

SUID-AFRIKAANSE POLISTEDIENS
GDS
29 OCT 2008
CSC
BELLVILLE-SUID / SOUTH
SOUTH AFRICAN POLICE SERVICE

[Handwritten signature]

[Handwritten signature]
Valentia Mashigo
ETQA Manager
ETDP SETA

Report Date: 2008/11/28



This is to certify that

Reinhardt Basson

Identity Number:

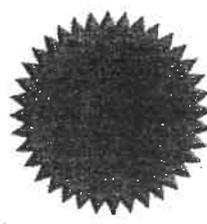
8601255201082

Has successfully completed

Unit Standard Title:	Facilitate learning using a variety of given Methodologies
Unit Standard Number:	117871
S.A.Q.A. Level:	5
Credit Value:	10

Date Of Issue
26 November 2008

SOR Number: 198550
Endorsement No: US-9955



[Signature]
Annalee Howell-Williamson
Registrar
Certificate Number: 2155



This is to certify that

Reinhardt Basson

Identity Number:

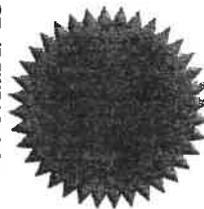
8801253201082

Has successfully completed

Unit Standard Title:	Design and develop outcomes-based assessments
Unit Standard Number:	115755
S.A.Q.A. Level:	5
Credit Value:	10

Date Of Issue
26 November 2008

SOR Number: 198550
Endorsement No: US-9955




Annalee Howell-Williamson
Registrar
Certificate Number: 2152



This is to certify that

Reinhardt Basson

Identity Number:

8801253201082

Has successfully completed

Unit Standard Title:	Conduct outcomes-based assessment
Unit Standard Number:	115753
S.A.Q.A. Level:	5
Credit Value:	15

Date Of Issue
26 November 2008

SOR Number: 198550
Endorsement No: US-9955




Annalee Howell-Williamson
Registrar
Certificate Number: 2149

NOSA
★★★★★

This is to certify that

R Basson

ID Number

8801255201082

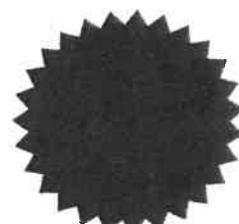
has met the requirements for

Introduction to SAMTRAC

Date of Course
13/07/2020 - 17/07/2020



Elaine Herbst
Operational Manager



Attendance Certificate

This is to certify that

Reinhardt Basson

ID No: 8801255201082

Attended and completed the

**COVID-19 Awareness and Compliance
Training**

in the Department of Forestry, Fisheries and
Environment

On

03 June 2020

09/06/2020

Date:

Signed:



environment, forestry
& fisheries
Department of Forestry, Fisheries and
Environment
REPUBLIC OF SOUTH AFRICA



Curriculum Vitae

Of

Bradley Jacobs

Personal Details

Surname : Jacobs
First Names : Bradley Virgil
Date of birth : 14 March 1989
Identity Number : 8903145183080
Gender : Male
Nationality : South African
Marital Status : Single
Health : Excellent
Drivers License : Yes
Home Languages: English & Afrikaans
Address : 14 Edward Roworth Crescent
New Woodlands, Mitchell's Plain
7785
Cell : 0738729979 (Cell)

Academic Details

Secondary Education : Pinelands High School
Year : 2007

Tertiary Education

Institution Year Course	College Of Cape Town 2008 Information Technology
Institution Year Course	IT Business Campus 2009 Web and Graphic Designing
Institution Year Course	Academy Of People Development 2014 Assessors and Facilitation
Institution Year Course	G & D Guesthouse & Training 2015 Customer Service Level 5

Employment History

• Mango 5	Sales Broker
Period	June 2011- December 2011
Reason for leaving	Contract Expired
Reference	Dieter White
• Taxi Trucks	082 57733 199
Period	Senior Supervisor February -December 2012
Reason for leaving	Company Liquidated
Reference	Silmore Van Niekerk
• GTD Express	060 4869 758
Period	Operation Manger June 2013- October 2014
Reason for Leaving	Better Opportunity
Reference	Nick
• DGI	079 5295 523
Period	Operation Manager October 2014- March 2015
Reference	Samantha 072 4602 540



Postal Address
PO. Box 1329, Rivonia,
2128, South Africa

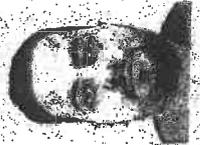
Physical Address
01 Newtown Avenue,
Kilimery, Johannesburg,
2193.

Contact
Call Centre: 0840 100 221
Telephone: 011 2170600
Fax: 011 783 7745

REPUBLIC OF SOUTH AFRICA
NATIONAL IDENTIFICATION CARD

Surname: JACOBS
Name: BRADLEY VIRGAL
Sex: M

Nationality: RSA
ID Number: 8903145183080
Date of Birth: 14 MAR 1988
Country of Birth: RSA
Status: CITIZEN



Signature

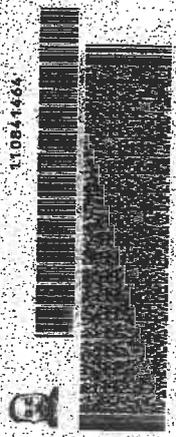
This is a certified copy of the original document
without alteration, as seen by me.

Signed: *Amerson Daniel McLean* Date: 20/07/18
AMERSON DANIEL MCLEAN
Commissioner of Oaths
Blue Downs, Goodwood
2019/1/8/2 Goodwood Date: 3 July 2018

Conditions:
This card has been issued by the
Department of Home Affairs in terms of the
Identification Act, Act 68 of 1997.
It is invalid if reproduction, possession or use is not
in accordance with the provisions of the Act.

Date of Issue:
18 JUN 2018

41877



Date: 11/02/2019

Applicant: Bradley Virgal Jacobs

Physical Address: 3 Dale way Mabille Park Kullsrivier Kulls River 7580

Postal Address: 3 Dale way Mabille Park Kullsrivier Kulls River 7580

Contact Details: Assessor: jacobsbradley21@gmail.com

Assessor Registration No: 813/A/003384/2016

Identify Number: 8903145183080

Dear Bradley Jacobs

ASSESSOR REGISTRATION

In terms of the SAQA regulations 9.1 (e), Cathseta ETOA hereby confirms your registration as an Assessor for the nationally registered unit standards below.

Qualification Details:

NQF Level	Qualification Code	Qualification Title
Level 02	14110	National Certificate: Accommodation Services

Unit standard Details

NQF Level	Unit Standard Code	Unit Standard Title
Level 02	7606	Clean floors and floor coverings
Level 02	7613	Deep clean floors and soft floor coverings
Level 02	7612	Handle and dispose of waste
Level 02	7608	Handle and store cleaning equipment and materials
Level 02	7602	Prepare beds and handle linen and bed coverings

Level 02	7618	Provide an on-premise laundry service
Level 02	7605	Service guest bedroom areas
Level 02	7614	Service self-catering kitchen areas and equipment
Level 02	7603	Service toilet and bathroom areas
Level 03	244184	APPLY LEGAL ASPECTS IN A SECURITY ENVIRONMENT
Level 03	244177	CONDUCT A SECURITY PATROL IN AN AREA OF RESPONSIBILITY
Level 03	7710	Deal with the Arrival of Customers
Level 03	11235	Maintain effective working relationships with other members of staff
Level 03	7703	Provide Customer Information and Book External Services
Level 04	243297	Apply knowledge of anatomy and physiology to exercise training
Level 04	258719	Apply the principles of exercise training
Level 04	260120	Apply the principles of sport coaching
Level 04	244553	Coach athletics to youth and junior athletes
Level 04	244189	CONDUCT ACCESS AND EGRESS CONTROL
Level 04	242825	CONDUCT EVACUATIONS AND EMERGENCY DRILLS
Level 04	244335	Conduct security at an event
Level 04	8480	Contribute to sustainable tourism in South Africa
Level 04	11505	IDENTIFY, HANDLE AND DEFUSE SECURITY RELATED CONFLICT
Level 04	8480	Introduce South Africa to tourists
Level 04	254462	Maintain a sport or fitness environment and equipment
Level 04	243301	Manage safety and emergency incidences
Level 04	7836	Monitor customer satisfaction
Level 04	260123	Plan practice sessions and teach basic motor skills

Level 04	7789	Provide Customer Service
Level 04	256084	Provide operational support for a minor event
Level 04	260178	Relate diversity to customer services
Level 05	14734	Deal with customers
Level 05	7865	Improve service to customers

Skills Programme Details:

NQF Level	Skills Programme Code	Skills Programme Title
Level 04	COA/ATHL4Y&JUNATHL4/0067	Coach: Athletics for Youth and Junior Athletes
Level 04	CUST/ServProgr/4/0095	Customer Service Programme
Level 05	CUST/ServProgr/5/0095	Customer Service Programme
Level 04	VOL/SAFMONIT/4/0079	Volunteer Safety Monitor

Please be advised of the following conditions:

1. Valid Registration as a Cathseta Assessor is from 11/02/2019 to 10/02/2022, or until the expiry date of the Qualifications and Unit Standards.
2. Request for extension of assessment scope or registration period must be submitted to Cathseta ETQA for consideration.

The details contained in this notification are according to the current specification on the Cathseta database.



ETQA Manager
Tel: 011 217 0600
Dimpho@Cathseta.org.za



Education, Training and Development
 Practice Sector
 Education and Training Authority
www.etdpsa.org.za

24 J
 Park
 ad, Rosewood Office
 (011) 272-3900
 (011) 453-5378

SOA Number: 908463

Learner Name: James Bradley

Learner ID: 8903145183080

Miscellaneous Unit Standards

US Code	US Title	Credits	Employment Number	Assessment Date
114524	Demonstrate understanding of the various-based education and training approaches within the context of a National Qualifications Framework	6	US-58576	26 Oct 2013
115703	Develop autonomous/level assessment	10	US-58576	30 Oct 2013
115755	Design and develop outcome-based assessments	10	US-58576	28 Oct 2013
117871	Facilitate learning using a variety of adult methodologies	10	US-59407	22 Nov 2013

* - Consultant RPL

James Bradley
 Mr. Herman Lejoka
 Head of Department: ETQA Unit
 ETDP-SETA

Report Date: 2013/09/02

Page 1 of 1

ACCREDITATION NO: 18184

13 JANUARY 2014

ETDP-SETA

SIGNATURE

UNIT STANDARD: 117871
 ENDORSEMENT US-59407

FACILITATION SKILLS

HAS ATTENDED AND SUCCESSFULLY COMPLETED

BRADLEY JACOBS
 890314 5183 080

THIS IS TO CERTIFY THAT

CERTIFICATE OF COMPETENCE

NO. 09333



CERTIFICATE OF

Skills Programme Achievement

This is to Certify that

Bradley Jacobs
8903145183080

has successfully achieved the Skills Programme

Customer Service Programme

NQF Level: 5

Credit Value: 21

ADMINISTRATOR

MANAGER-ETOA

Date of Issue : 5 Jul 2015

Certificate Number : 613/C/090659

Issued in terms of the ETQA Regulations
1127, Reg 9(b), and as required by the
South African Qualifications Authority,
established by the SAQA Act 58 of 1995



Culture Arts Tourism Hospitality & Sport
Sector Education and Training Authority

NO: 6622

CERTIFICATE OF COMPETENCE

THIS IS TO CERTIFY THAT

BRADLEY JACOBS
890314 5183 080

HAS ATTENDED AND SUCCESSFULLY COMPLETED

ASSESSOR SKILLS

UNIT STANDARD: 114924, 115753, 115755
ENDORSEMENT US - 58875

SIGNATURE

ETDP-SETA



Education, Training & Development Practices

09 NOVEMBER 2013

ACCREDITATION NO: 19184

people development africa



CERTIFICATE OF

Skills Programme Achievement

This is to Certify that

Bradley Jacobs
8903145183080

has successfully achieved the Skills Programme

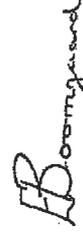
Assistant Chef

NOF Level: 2

Credit Value: 57



ADMINISTRATOR



MANAGER:ETOA

Date of Issue : 30 Jan 2016

Certificate Number : 613/C/100403

Issued in terms of the ETQA Regulations 1127, Reg 9(f), and as required by the South African Qualifications Authority, established by the SAQA Act 58 of 1995



CAA Accreditation No: CAA/0165
TETA Accreditation No: TETA 06-134

**CERTIFICATE
OF COMPETENCE**

THIS CERTIFICATE IS AWARDED TO

BRADLEY JACOBS

FOR SUCCESSFULLY COMPLETING A COURSE IN THE

**IATA DANGEROUS GOODS REGULATIONS
(CATEGORY 6)**

This course was conducted in accordance with the applicable requirements of the Civil Aviation Regulations, CAR Part 92 and ICAO Annex 18

21 November 2014

21 November 2016

DATE COMPLETED

EXPIRY DATE



Rex Aylward
Education, Training & Development Practitioner



Postal Address
P.O. Box 1329, Rivonia,
2128, South Africa

Physical Address
01 Newtown Avenue,
Kilimney, Johannesburg,
2193

Contact
Call Centre: 0860 100 221
Telephone: 011 217 0600
Fax: 011 783 7745



Attendance Certificate

This is to certify that

Date: 22 September 2020

Letter of Competence

To whom it may concern

This letter serves as a confirmation that Bradley Jacobs, ID no. 8903145183080 has successfully completed the following programme at G&D Guesthouse and Training, a CATHSSETA accredited training provider.

Name of Programme: Culture Site Guide

Programme Code: TG/CULTSITEGD/2/0039

NQF Level: 2

Credits: 40

The learner has been deemed competent on the above mentioned programme.

Kind regards,

ETQA Manager

CEO

Bradley Jacobs

ID No: 8903145183080

Attended and completed the

COVID-19 Awareness and Compliance Training

in the Department of Forestry, Fisheries and Environment

On

03 June 2020

09/06/2020

Signed:

Date:



environment forestry
& fisheries

Department of Forestry, Fisheries and Environment
REPUBLIC OF SOUTH AFRICA

CURRICULUM VITAE

OF

PAUL VAN SCHOOR

Personal Details

Nationality: South African
Language: English
Health: Excellent
Address: 35 Alntree Ave, Ottery, Cape Town
Cell no: 072 870 8863
ID no: 8507045133085
E-mail: vanschoorpaul@gmail.com

Education

Matriculated from Norman Henshilwood High School in 2003 where my subjects were Mathematics, Accounting, English, Afrikaans, Science and Computer Studies.

Thereafter, I attended UCT completing Marketing 1, Company and Business Law, Economics 3 and Statistics 3 amongst others. I hope to complete my BCOM degree through UNISA once my financial situation improves.

Other Courses include Assistant Chef through G&D Training and Project Management Course through Faranani. Assessors course with Skills Dynamics Training



Date: 21-February-2016
 Applicant: Paul Charles Van Schoor
 Organisation: G&D Guesthouse and Training

Contact Details: Assessor:
 Organisation:
 Assessor Registration No:
 Identity Number: 8507045133085

Dear Paul Van Schoor

ASSESSOR REGISTRATION

In terms of the SACA regulations 9.1 (e), Cathsseta ETQA hereby confirms your registration as an Assessor for the nationally registered unit standards below.

Unit Standards

Unit Standard	Unit Standard Code	NQF Level
Maintain hygiene in food preparation, cooking and storage	7637	3
Prepare vegetables for hot and cold dishes	7660	2
Handle and maintain knives	7705	2
Prepare and cook basic meat, poultry, game or offal dishes	7728	4
Provide a canvey/buffet service	7745	3
Handle and store food	7748	2
Prepare and cook basic fish dishes	7754	3
Prepare and cook basic cold and hot desserts	7755	4
Prepare and cook basic sauces and soups	7757	3
Prepare and cook basic pulse dishes	7759	2
Prepare and cook basic rice dishes	7762	2
Prepare and cook basic dough products	7766	3
Prepare and cook basic pastry dishes	7768	3
Prepare, bake and decorate basic cakes and biscuits	7772	3
Process incoming and outgoing telephone calls	7790	3

Call Centre: 0860-100-231
 Postal Address: 3rd Floor, Block E
 Telephone: 011-237-2600
 Fax: 011-237-2745
 P.O. Box 1329
 Rivonia 2129
 South Africa
 Street Address: 3rd Floor, Block E
 Sandhurst Office Park
 Off Rivonia Road & Mchirane Street
 Sandhurst
 2146

Maintain data in a computer system	7782	2
Describe layout, services and facilities of the organisation	7793	2
Maintain a secure working environment	7796	3
Maintain a safe working environment	7799	2
Maintain health, hygiene and a professional appearance	7800	1
Prepare and cook basic egg dishes	7802	2
Prepare and cook basic pasta dishes	7805	2
Prepare and present food for cold presentation	7808	3
Prepare and cook basic shellfish dishes	7807	2
Prepare and cook starch	7810	2
Prepare and cook basic vegetable protein dishes	7811	2
Clean food production areas, equipment and utensils	7816	2
Cook-chill foods	7817	3
Cook-freeze foods	7819	3
Develop self within the job role	7821	4
Provide cook-freeze or cook-chill food service to clients	7823	3
Maintain effective working relationships with other members of staff	11235	3
Prepare and cook basic fruit dishes	7809	2

Skills Programmes

Skills Programme	Skills Programme Cod	NQF Level
Assistant Chef	HSP/AssChf/0022	2

Call Centre: 0860-100-231
 Postal Address: 3rd Floor, Block E
 Telephone: 011-237-2600
 Fax: 011-237-2745
 P.O. Box 1329
 Rivonia 2129
 South Africa
 Street Address: 3rd Floor, Block E
 Sandhurst Office Park
 Off Rivonia Road & Mchirane Street
 Sandhurst
 2146

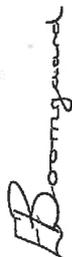
Education, Training and Development
 Practises Sector
 Education and Training Authority
 www.etdpaeta.org.za

24 Johnson Road, Riverwood Office
 Park, Bedfordview, Johannesburg,
 2008
 (011) 828-6000
 (011) 482-0418



- Please be advised of the following conditions:
1. Valid Registration as a Catheseta Assessor is from 21 February 2016 to 21 February 2019, or until the expiry date
 2. of the Qualifications and Unit Standards.
Request for extension of assessment scope or registration period must be submitted to Catheseta ETQA for consideration.

The details contained in this notification are according to the current specification on the Catheseta database.

Kind Regards

 ETQA Manager
 Tel: 011 217 0600
 ebrahim@catheseta.org.za

SOR Number : 469232

Leamer Name : Van Schoor Paul

Leamer ID : 660704633086

Miscellaneous Unit Standards

US Code	US Title	Credits	Endorsement Number	Assessment Date
116753	Conduct outcome-based assessment	16	US-71633	20 Aug 2015



ETDP-SETA

Call Centre: 0866 100 271
 Telephone: 011 217 0600
 Fax: 011 983 2745

Postal Address
 P.O. Box 1329
 Roseville 2128
 South Africa

Street Address
 3rd Floor, Block E
 Sandfont Office Park
 Off Rivonia Road & Mathewina Street
 Sandton
 2146


 Mr. Herman Leloka
 Head of Department : ETQA Unit
 ETDP SETA

Report Date : 2015/10/27



Certificate of Completion

Paul Van Schoor

ID No: 8507045133085

Has completed the following course

From: 09 September 2013 to 08 November 2013

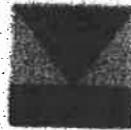
**Training course:
Assistant Chef**

**Date of Issue:
08 November 2013**

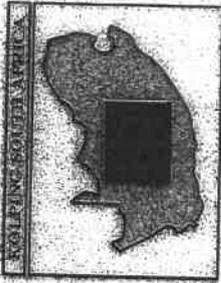
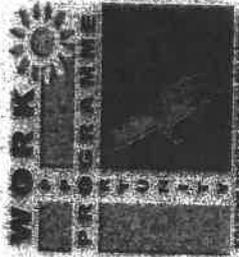
**Issued By:
G&D Guesthouse and Training**
Accredited with the Tourism and Hospitality Act
Registered with Expanded Public Works

Mr. Gregory Johannes
Assessor

Dr. Delphine Johannes



SPONSORED BY
KOLPING SOUTH AFRICA



CERTIFICATE OF ATTENDANCE

This is to certify that

Paul Charles Van Schoor

Identity Number
850704 5133 085

Has attended the Kolping South Africa (KSA)
Lifeskills Course

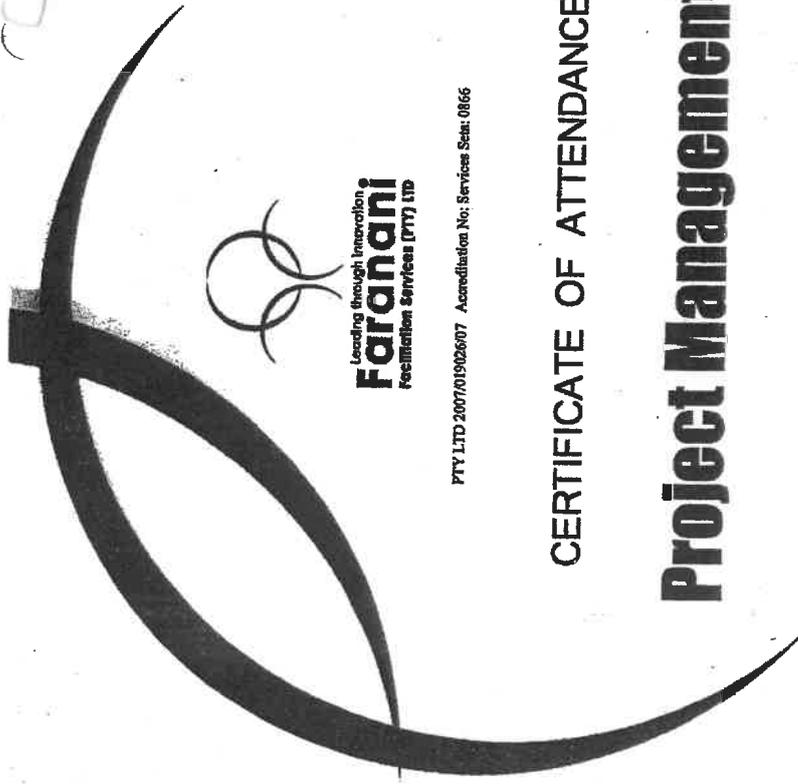
19 August - 26 August 2013

at Kolping Training Centre, Kalksteentfontein

Kolping South Africa Representative

6 September 2013
Date of Issue





Leading through Innovation
Faranani
Facilitation Services (Pty) Ltd

PTY LTD 2007/01926/07 Accreditation No: Services Sbst: 0866

CERTIFICATE OF ATTENDANCE

Project Management

10-14 November 2014

Paul Charles Van Schoor

Training Facilitated By Chris Osborn



Managing Director

Director: Benedict Filley



MONTANA PRIMARY CERTIFICATE OF APPRECIATION

This certificate is awarded to

CHEF PAUL VAN SCHOOR

FOR YOUR KIND CONTINUOUS ASSISTANCE AND SUPPORT

THE SOUP PROJECT

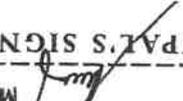
“You Can’t Teach A Hungry Child”



PRINCIPAL, STAFF & LEARNERS 17 SEPTEMBER 2015

MR. P. J. WILLIAMS

PRINCIPAL'S SIGNATURE





CERTIFICATE OF
Qualification Achievement

This is to Certify that

Paul Charles Van Schoor
8507045133085

has successfully achieved the qualification

National Certificate: Professional Cookery

Credit Value: 142
NQF Level: 4

NLRD Number: 14111

ADMINISTRATOR

MANAGER:ETQA

Date of Issue : 2 Feb 2016

Certificate Number : 619/C/100532

Issued in terms of the ETQA
Regulations 112Z, Reg 9(f), and as
required by the South African
Qualifications Authority, established
by the SAQA Act 58 of 1995.

JODY VAN DER HEYDE

14 Lincoln Street, Boston, Bellville, Cape Town, 7530 | +27 84 6080 4061
vhyjod002@myuct.ac.za | vdh.jody@gmail.com

EDUCATION

2016

Honours in Social Science specialising in Sociology awarded in the first class, *University of Cape Town*

2013-2015

Bachelor of Social Science majoring in Sociology and Psychology, *University of Cape Town*

2008-2012

Stellenberg High School

EXPERIENCE

Nov 2017 - current
Town

Assistant Facilitator, *G&D Training and Guesthouse*, Cape Town

- Assisted in coursework preparation and facilitation planning.
- Assisted in the presentation and organisation of coursework for adult learners.
- Facilitated select section of chapters to learners
- Responsible for creating all powerpoint presentations used during facilitation.
- Responsible for the grading of class exercises, group work, presentations and tests.
- Part of memorandum development team.
- Organised and completed administrative tasks.
- Responsible for logistics and communications.
- Provided in-classroom guidance for learners.

Sep 2016 - current

Freelance transcriber, *MSS Cape Town*

- Responsible for transcribing large audio files as part of market research.

March 2016 - Nov 2016

Research Assistant, *Under the Rainbow*, Cape Town

- Conducted an independent research project on slavery at the Cape with an emphasis on the lives of slave women, titled "*Weaving a narrative of slave women at the Cape: The case of Groot Moddergat*".

Curriculum Vitae Of Jody Van De Heyde

- Assisting with writing and editing CV's, proposals and reports.
- Data management.
- Liaising with clients and partners
- Responsible for daily administrative tasks.
- Responsible for managing and protecting confidential and sensitive data.
- Assisted with logistic and coordination of activities including planning and organising meetings.
- Acted as assistant facilitator during facilitation sessions.

RELATED EXPERIENCE

2014-2015

Humanities Faculty Mentor, University of Cape Town

- Selected as a mentor for first year students in 2014 and 2015 to ease the transition from highschool to university life.
- Acted as a resource and first point of call for all information and queries about the university.
- Monitored mentee's wellbeing and highlighted concerns to mentorship committee.
- Delivered weekly reports to the committee concerning each mentee's progress.

2014

Research assistant for Masters student

- Responsible for setting up the psychological experiment e.g. ensuring the necessary equipment was in place.
- I was actively involved in the experiment. The experiment involved placing psychological pressure on the participant, part of my role was lying and deceiving the participant to measure their stress response.

2013

Casual sales assistant, Cotton On Retailers

- Customer service and communications
- Running stock
- Sales
- Tasked with meeting daily targets

SKILLS & ABILITIES

- Strong writing skills and the ability to write lengthy documents in the form of essays, proposals, reports and other communications.
- Ability to synthesise large amounts of information effectively and concisely.
- Strong organisational and planning skills with regards to scheduling and logistics.
- Computer literate and good knowledge of Microsoft Word
- Able to prioritise workloads to meet deadlines
- Good qualitative research methods skills and understanding. I have experience using NVivo qualitative data analysis software; Endnote software, and able to perform statistical analyses on Microsoft Excel.

HONOURS & AWARDS

2015

Mellon Mays Undergraduate Fellowship (MMUF): An extension of the Andrew W. Mellon Foundation, University of Cape Town

2015

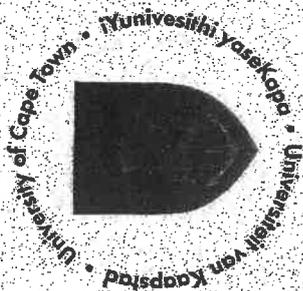
Dean's Merit List, University of Cape Town

2014

Dean's Merit List, University of Cape Town

REFERENCES

- Amrita Pande (Honours thesis supervisor and mentor)
Amrita.pande@uct.ac.za
+27 78 969 3104
- Gideon Nomdo (Mentor in MMUF programme)
Gideon.nomdo@uct.ac.za
+27 21 650 5039
- Kathy Erasmus (Co-ordinator of MMUF programme and part of selection committee)
Kathy.erasmus@uct.ac.za



We certify that

Jody Van Der Heyde

was admitted to the degree of

Bachelor of Social Science

on 23 December 2015

majoring in Psychology and Sociology

Wendie van der Merwe

Vice-Chancellor

Hugh Amoore

Registrar

This is a certified copy of the original document
 without alteration, as seen by me.

Signed: *[Signature]* Date: *22/12/20*

AMERZON DANIEL MCLEAN
 Commissioner of Oaths
 Blue Downs, Goodwood

Ref: 9/1/8/2 Goodwood Date 5 July 2018





We certify that

Jody Van Der Heyde

was admitted to the degree of

*Bachelor of Social Science Honours
specialising in Sociology*

on 1 May 2017

and that the degree was awarded in the first class

Shan Lurie
Vice-Chancellor



Royston Pillay
Registrar

CURRICULUM VITAE OF LAUREN KAY FRANTZ

PERSONAL DETAILS

TITLE	Miss
SURNAME	Frantz
FIRST NAMES	Lauren Kay
IDENTITY NUMBER	9411090062084
SEX	Female
RESIDENTIAL ADDRESS	82 Newlands Crescent Stellenbosch Kullariver 7580
MOBILE	+27(0) 73 766 9307
EMAIL ADDRESS	frantzlauren@gmail.com
LINGUISTIC ABILITIES	English and Afrikaans
NATIONALITY	South African
MARITAL STATUS	Single

EDUCATION

Postgraduate Certificate in Education	University of Stellenbosch Currently studying
BSc Human Life Sciences (Biology with Psychology)	University of Stellenbosch 2014-2017
SciMathUS	University of Stellenbosch 2013
GRADE 12	Fairmont High School(2012)
SUBJECTS	English Mathematics Life Orientation Music Afrikaans Life Sciences Physical Sciences

Curriculum Vitae
Of
Lauren Kay Frantz

WORK EXPERIENCES

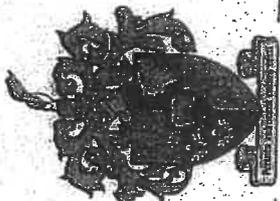
EMPLOYER	Gaynor Broes
PERIOD OF EMPLOYMENT	November 2014 – March 2015
POSITION	Au pair
DUTIES	Child carer
EMPLOYER	Independent Electoral Commission
PERIOD OF EMPLOYMENT	August 2016 – present (electoral and registration days)
POSITION	Ballot paper issuer, voters' roll official, registration officer
DUTIES	Ensuring that the information provided by the voter in order to vote and/register is correct, allowing the voting/registration process to occur
EMPLOYER	Western Cape Education Department
PERIOD OF EMPLOYMENT	December 2017
POSITION	Mark checker
DUTIES	To check that the marks given for every student in a particular subject, by the marker, was correct in order for the marks to be captured by the data capture

Achievements

- 2005-2006, 2008-2010: UNISA Music Practical and Theory Examinations, passing with distinction
- 2005, 2008-2009: Tygerberg International Eisteddfod – Honourable Mention and Honours for piano and vocal categories
- 2007: ATKV Afrikaans Olympiad
- 2010: Award for Music Theory
- 2011: Stellenbosch Kunswedstryd Gold award
- 2017: Obtained Bachelor of Science degree at University of Stellenbosch

REFERENCES

Mrs Gaynor Broes Somplis IT Solutions (Pty) Ltd.	Contact number : +27(0) 84 700 0737
Western Cape Education Department Head office	Contact number: (021) 487 2000
Mr Noel Da Silva IEC	Contact number: +27(0) 81 435 3358



UNIVERSITY OF STELLENBOSCH

This is to certify that

LAUREN KAY FRANTZ

*had complied with all the conditions prescribed
in the Act, Statute and Rules of the University,
and the three-year degree*

**BACHELOR OF SCIENCE
(BSC)
(Human Life Sciences)**

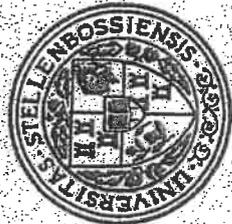
*with all the rights and privileges pertaining thereto was awarded
at a congregation of the University in December 2017.*

I CERTIFY THAT THIS DOCUMENT IS A TRUE REPRODUCTION (COPY) OF THE ORIGINAL DOCUMENT WHICH WAS MARKED TO BE FOR AUTHENTICATION. I FURTHER CERTIFY THAT PROMPT OBSERVATIONS OF ALIENATION OR A CHANGE WAS NOT MADE TO THE ORIGINAL DOCUMENT.

[Signature]
FORCE MAJOUR RANK
NAME IN PRINT *Theano*

2018-02-27
REKENIP
SOUTH AFRICAN POLICE SFP

[Signature]
RECTOR AND VICE-CHANCELLOR



[Signature]
DEAN

[Signature]
REGISTRAR
1 December 2017

Curriculum Vitae Of

Amerzon Daniel Mc Lean

Personal Details:

Name (s) : Amerzon Daniel
Surname : Mc Lean
Identity number : 29 August 1980
Health : Excellent
Nationality : South African
Gender : Male
Languages : English and Afrikaans
Marital Status : Married
Number of dependents : 2
Religion : Christian
Driver's License : code 8
Contact details : 061 488 9556 \ 081 218 6554
: amerzonmclean01@gmail.com

Educational Detail:

High School Attended : Steenberg Secondary School
Highest Grade Passed : Grade 12
Year : 1998

Subjects passed

: English
: Afrikaans
: Biology
: History
: Geography

Tertiary Educational Detail:

Institute Studied : landmark College
Course completed : A+ pc certification\technical support
Subjects : Dos, windows operating systems, hardware & software
Year completed : 14 May 1999

Institute Studied
: Kolping training centre

Course completed
: Personal Development on Life skills
HIV/Aids
World of Work
Personal finance

Work History:

1. **Name of company**
: X-tra Shoes
Position held
: sales consultant
Year worked
: 1994 - 1996
Status of company
: closed

2. **Name of company**
: Video Cabinet
Position held
: Store manager
Year worked
: 1996 - 1998
Status of company
: closed

3. **Name of company**
: Shoelettes Brands
Position held
: sales consultant \ store manager
Year worked
: 1998 - 2005
Status of company
: Active

4. **Name of company**
: South African Police Service Elsie's River
Position held
: charge office constable, patrolman, Sector commander
Year worked
: 2005 - 2018
Status of company
: active

5. **Name of company**
: G&D Guesthouse and training
Position held
: Facilitator and trainer
Year worked
: 2019 till present
Status of company
: Active

Achievements reached:

1. 2002 - completed grade D security
2. 2005 - awarded 3 certificates while still on police college,
 - 1) Training commander award for a presentation done
 - 2) Competency in physical training
 - 3) Award for initiating a banner project
3. 2006 - completed field training successfully
4. 2008 - completed a street survival and tactical policing (S.W.A.T) course that deems me fit to use certain fire-arms in a military and law enforcement environment.
5. 2011- the first police constable to be awarded the silver cross medal for bravery and the first to bring such an award to the Western Cape.
6. 2013 - completed an officers accident report course
7. 2004 - present I am a youth leader and ordained youth Pastor at Pentecostal Faith Centre retreat.
8. After my life skills program I attended a chef course with G&D Training and successfully completed my assistant chef course.
9. I started working for G&D Training and since I have achieved more skills in facilitating: level one first aid, covid training, snake awareness, health and safety domestic violence and personal finance.

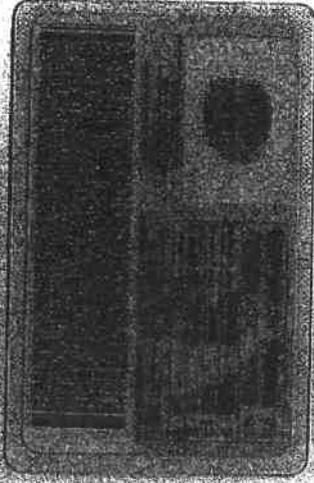
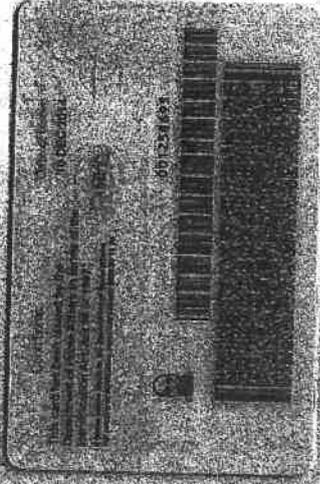
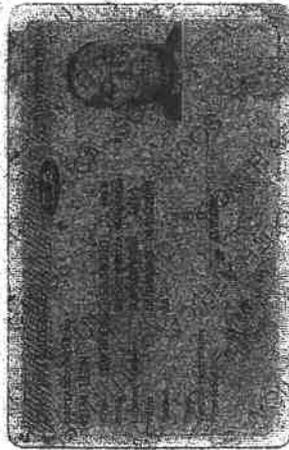
References:

Warrant Officer
: Henni Van Wyk Elsie's
River SAPS 083 988 1336.

Warrant Officer
: Patricia Abrahams
Elsies River Detective Serves 071 410 1608.

Chef trainer
: Owen Noel Clarke
G&D Training
072 304 7760

Boss and CEO
: Gregory Johannes
G&D Training
082 477 8908



This is a certified copy of the original document
without alteration, as seen by me.

Signed: *[Signature]* Date: 2/12/20
AMERSON DANIEL MCLEAN
Commissioner of Oaths
Blue Downs, Goodwood

Ref: 9/1 8/2 Goodw: ood Date 5 July 2018

Postal Address
P.O. Box 1329, Rivonia,
2128, South Africa

Physical Address
01 Newtown Avenue,
Kilimney, Johannesburg,
2193

Contact
Call Centre: 0860 100 221
Telephone: 011 217 0600
Fax: 011 783 7745



Date: 22 September 2020

Letter of Competence

To whom it may concern

This letter serves as a confirmation that Amerzon Mc Lean, ID no.8008295341080 has successfully completed the following programme at G&D Guesthouse and Training, a CATHSSETA accredited training provider.

Name of Programme: Assistant Chef

Programme Code: HSP/ASSCHF/2/0022

NQF Level: 2

Credits: 54

The learner has been deemed competent on the above mentioned programme.

Kind regards,

ETQA Manager

CEO

CERTIFICATE OF COMPLETION

This is to certify that

Amerzon Daniel Mc Lean

Identity Number

8008295341080

Has completed the Kolping South Africa (KSA)

Personal Development Programme on

Life Skills

HIV/AIDS

World of Work

Personal Finance

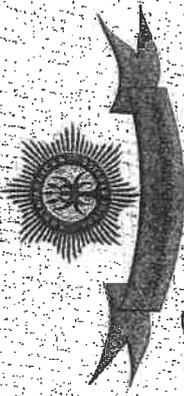
20 May – 04 June 2019

06 Aug 2019

Kolping South Africa Representative

Date of Issue





Certificate

This is to certify that

A MC LEAN

Identification number

7050587-0

has successfully completed

**MICROSOFT OFFICE COURSE
2017-03-20 TO 2017-03-31**

TRAINING OFFICIAL
SGT B HENDRICKS
CAPE TOWN

FINALATIONAL COMMISSIONER
SA POLICE SERVICE
COL N B QAJI

REGISTRATION NO
CA00145512016

DATE
2017-03-31

PLACE

DATE

LandMark College

Affordable Computer Education

This is to certify that

WENZON WILSON

IDENTIFICATION NUMBER
7050587-0

Certificate

PC SERVICE TECHNICIAN
SPECIALIZATION: WINDOWS OPERATING SYSTEMS



07-399 2061

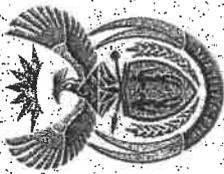
Certificate Number

12 MAY 1050

DATE



Principal



DEPARTMENT OF JUSTICE AND CONSTITUTIONAL DEVELOPMENT
REPUBLIC OF SOUTH AFRICA

Appointment as COMMISSIONER OF OATHS

This is to certify that the Minister for Justice and Constitutional Development in terms of section 5 (1) of the Justices of the Peace and Commissioners of Oath Act, 1963 (Act 16 of 1963), appointed

MR AMERZON DANIEL MC LEAN
as a Community Development Worker

on
05 July 2018

at the offices of the
Minister for the Republic of South Africa.

Reference Number: 9/1/8/2
Blue Downs, Goodwood

In testimony whereof this certificate has been
issued under my Hand

DIRECTOR-GENERAL: JUSTICE AND CONSTITUTIONAL DEVELOPMENT

SOUTH AFRICAN POLICE SERVICE



This is to certify that

CST. A. D. MCLEAN

Number

7050587-0

successfully completed

**TACTICAL POLICING LEVEL 2
SWAT COURSE**

2006-11-27 TO 2006-12-01

subjects presented

**9mm Pistol, Combat Shoot, Night Shoot,
R 5 and Shotgun Combat Shoot
Tactical Movement,
House Clearance
Hostage Situations
Anti - Ambush Techniques**

Inspector

M. VANDEL SCHIFF
INSTRUCTOR

Captain

J. VAN WYK
COMPONENT HEAD: TACTICAL

CURRICULUM VITAE

OF

**YAASEEN AHMED
HENDRICKS**

Curriculum Vitae of

Yaaseen Ahmed Hendricks:

(ID: 9208035210087)

ABOUT

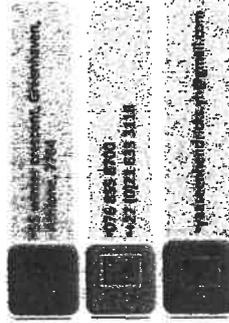
I am a very hardworking individual with strong interpersonal and communicational skills. My most significant values are honesty, to be trustworthy, flexible and versatile.

EDUCATION

- ❖ *Studied (2012-2013)*
College of Cape Town
National Diploma: Professional Cookery Graduate.
- ❖ *Matric Certificate (2010)*
Rylands High School
Matric
- ❖ *Studied (2011)*
IPSA – International Peace College of South Africa
National Certificate: Islamic Studies

CONTACT

SKILLS (EXPERIENCE IN)



Junior Chef

Capetonian Hotel/On The Square Restaurant.

0711134030, Chef Brian Pleatjies

- ◆ Preparing and serving food for customers
- ◆ Preparing cuisines of a 4 star restaurants

April 2014

November 2014

Plumbing Assistant at TJ Plumbing

- ◆ assisting in plumbing construction

Tohier Jones - 0825650246

February 2015

April 2015

Assistant Chef

Distinctive Choice Foods, Rondebosch Private Hospital.

- ◆ Preparing and serving foods for customers.

Koelsum Rabin - 0829210440

May 2015

July 2015

Commis Chef

Simply Aisa, Paddocks Centre, Milnerton.

- ◆ Training and preparing meals with a Wok.
- ◆ Trained in preparing Thai style dishes to customers with genuine and imported Thai ingredients.JP - jp

Driver's license and own transport acquired.

AREAS OF EXPERTISE

- Always willing to lend a hand
- Handling difficult customers
- Calming and gentle nature
- Communication with others

WORK EXPERIENCE

June 2012

October 2012

Junior Chef

Adderley Hotel/ The Bowl Restaurant.

Melvin, General Manager - 0718904511

- ◆ Preparing and serving food for customers
- ◆ Preparing cuisines of a 4 star restaurants

March 2013

November 2013

July 2015

September 2015

Junior Marketer

Media – Topmeds Holdings PTY. Negatu Buildings, Bellville.

- ❖ Training and interviewing would be sales representatives
- ❖ Marketing and selling of good and services

Natalie – 0744056907

SEA PINES RESORT/QUARTERDECK RESTAURANT (Hilton Head, South Carolina, USA) -

- Line Cook/Chef de Partie
- Preparing mise en place
- Executing dishes perfectly to order
- Cleaning of kitchen after every shift
- Food costing and inventory
- Ordering of food items

August 2018

Current

INTERNATIONAL HOTEL SCHOOL

Chef Facilitator (Contract)

- Teaching and facilitating company staff
- Training in both Theoretical and Practical courses
- Assessing and observing learners

November 2015

October 2016

Chef / Cook

Wok Your Way, Food Truck. 47 De Villiers, street, Cape Town.

- ❖ Main cook / chef
- ❖ Preparing meals and making meals to order
- ❖ Order and taking stock
- ❖ Cleaning and sanitizing work area
- ❖ Acquiring events and advertising company.
- ❖ Creating menu
- ❖ Skilled in wok and Asian style cuisine

David Tait – 084 433 2998

ADDITIONAL INFORMATION

First aid course Graduated at level 1

Fire fighting course Graduated at level 1

Food and Wine Pairing Graduate level 2

April 2017 -

April 2018

Approved by the Department of Health in Town of the General English Program
Certificate Number CP 159

All Courses subject to meeting SPCA Unit Standards

Certificate #: 46542

Certificate

This Certificate is awarded to
Ermen Hendricks

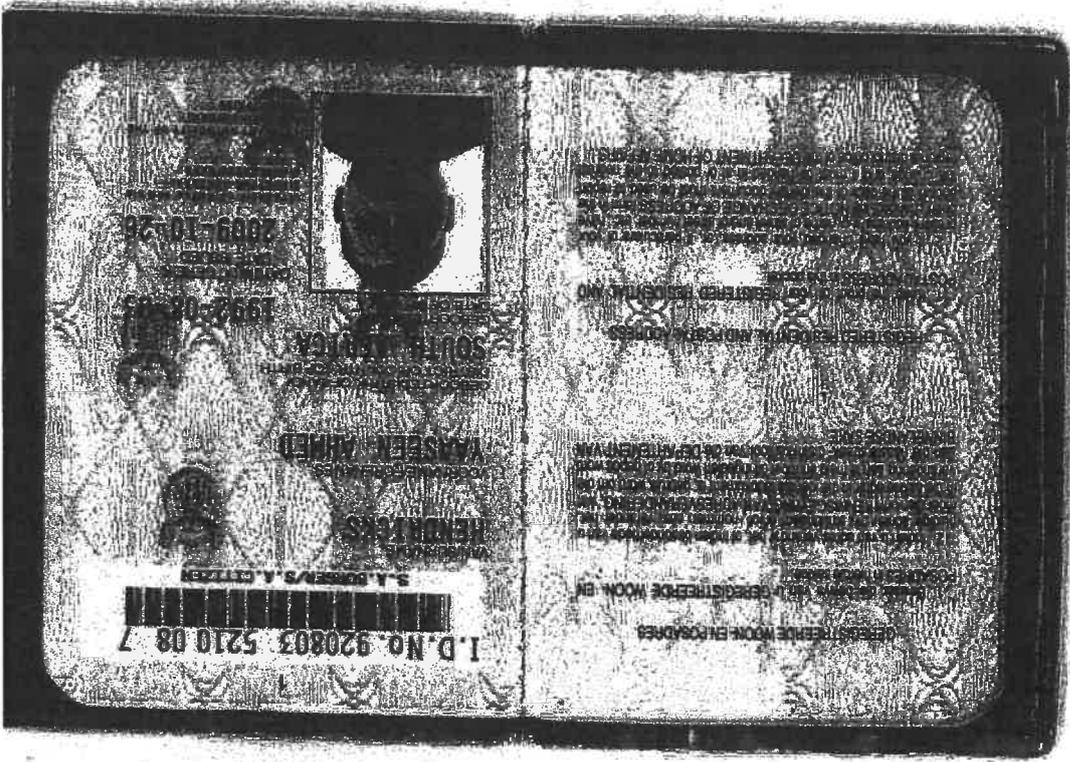
on 28/08/2014

in recognition of the completion of a Training in

First Aid

MEDICAL

This is a certified copy of the original document
without alteration, as seen by me,
Signed: *[Signature]* Date: *21/1/15*
AMERZON DANIEL MCLEAN
Commissioner of Oaths
Blue Downs, Goodwood
Ret 9/1/8/2 Goodwood Date 5 July 2018





Certificate
of Attendance

This is to certify that

HENDRICKS Yaseen

Identify number 92080352/10087

Has been awarded the following achievement:

National Diploma: Professional Cookery

Level 5

Leo Nkomo

COLLEGE PRINCIPAL

DATE

16 May 2014

[Signature]

DEPUTY PRINCIPAL:
ACADEMIC

Please note that this is not an official certificate for the qualification.
Only the accrediting authority/body may issue the official certificate or qualification.

11125



This is to certify that

Y Hendricks

has attended

Wine & Food Course

Date

September 2013

Principal

W. Moorosi

09 September 2014

To whom it may concern

RE: Student: Yasleen Henriëts, 141202890

This letter serves to confirm that Yasleen Henriëts (student no. 141202890) was a registered student at the College of Cape Town in 2013. He successfully completed year 1 of a 2 year diploma in Professional Cookery. During her studies in 2013, Yasleen completed his in-service training at the Capetown Hotel which formed part of his course.

Should you have any further queries, please contact me.

Kind regards,



Mrs M Solomon

Programme Manager (Acting): Hospitality

Tel: 021 462 2053

E-mail: tmisair@cc.ttu.edu.za

College of Cape Town
City Campus

9 SEP 2014

P.O. Box 778
Cape Town 8000
Tel: (021) 462 2053
Fax: (021) 462 2012

CITY CAMPUS

Centre of Longmarket & Buitenkant Street, CAPE TOWN, 8007.
Cape Town, South Africa
Tel: +27 21 443 2053 | Fax: +27 21 443 2012
E-mail: info@cc.ttu.edu.za | Website: www.cc.ttu.edu.za

CURRICULUM VITAE

OF

LUCIAN BEUKES

PERSONAL INFORMATION

Name: Lucian Thomas
Surname: Beukes
Address: 38 Clanwilliam Way
Portland's
Mitchells Plain Cape Town
7748
Telephone: (021) 391 3279 (home)
082 3961007 (cell)
Email: lbeukes.gdt@gmail.com
Gender: Male
Health: Excellent

DRIVERS LICENSE SINCE 2001

ACADEMIC BACKGROUND

Tertiary Education

Name of Institution	Athlone technikon - athlone campus
Name of Course	Engineering
Year of Completion	1999
Subjects	N1 - Engineering drawings, Mathematics, Science, Fitting & Machining theory
Name of Institution	Kolping Society of South Africa - Kalksteentfontein
Name of Course	Chef
Year of Completion	2006
Subjects	Life skills 02- 12may Business skills 24 may - 06 June Cooks 101 22 June - 12 July Waitron skills 07 June - 21 June Catering 13 July - 10 august
Name of Institution	Skills Dynamics Africa
Name of Course	South African Assessor Award
Year of Completion	2008
Subjects	Unit Standard 115753 Conduct Outcomes Based Assessments Level 5 Credits 15

Name of Organisation Pulse Training cc CK 2002/063054/23
Name of Course First Aid level 1
Year of Completion 2013
Subjects Training based on the Outcomes of the Unit Standard 116511 us
Carry Out Basic First Aid Treatment in the Workplace

Name of Organisation National Artisan Moderation Body NAMB TWG Name of
Year started 2015 - continuation

DQP and AQP Mandates
Occupational Qualification Structure
Assessment Process
External Integrated Summative Assessment (EISA)
Trade test Development Process
Trade test Implementation
Standardised formats

Secondary Education

Last School Attended Mondale Senior Secondary School
Year of Completion 1998
Highest Grade Passed Grade 12/Matric
Subjects English First Language (hg)
Afrikaans Second Language (hg)
Economics (sg)
Geography (sg)
Mathematics (sg)
Business economics (sg)

ACHIEVEMENTS

First Aid Level 1 January - February 2013
Drivers Licence Certificate March 2001
Certificate of appreciation December 2008

WORK EXPERIENCE

Period: March 1999 - November 2005
Organisation: Drago Plastics cc
Position: General Worker 4 Years apprenticeship in tool jig & die making
Duties: Assist in Mould Making, Fitting, Machining, Turning, Jig Making etc
References: Wayne Isaacs (Production Manager) - Christopher Martheunisen (Toolroom Manager)

Period: 2006 - Current
Organisation: G & D Guesthouse and Training
Position: Senior Trainer, Facilitator and Assessor

Duties: Facilitation and Assessing of all Cathseta Accredited Short Skills Programmes,
Full qualification Programmes and Short Non-Accredited Courses
Assist in Drawing up Assessment Plans, Assessment Instruments and Methods,
Represent company.

- Courses: Non-Accredited- Intro to Business Skills
 - o Life Skills
 - o Health & Safety
 - o First Aid
 - o Limited Pest Control
 - o Herbicide Application
 - o Induction
 - o Wilderness Orientation
 - o Fire Awareness
 - o Personal Finance
 - o Waitron Skills
 - o Catering
 - o Food Service Assistant
 - o Housekeeping

Cathseta Accredited

- o Cook Convenience Food
- o Cook Fast Food
- o Assistant Chef
- o Professional Cookery Level 4
- o Hospitality Reception
- o Kitchen Cleaner
- o Customer Care
- o Bar Attendant
- o Table Attendant

Reference: Gregory Johannes - Owner & General Manager 021 903 6805
082 477 8908

**ABOUT MYSELF - I'm Very Passionate about What I Do, Passionate About Meeting New People
I Am Very Coachable, Honest, Trustworthy, Loyal, Punctual, Tactful,
Fast Learner, Flexible, Good Communication Skills, Presentation Skills, Solving Skills, Organised,
Creative, Team Player**

Postal Address:
P.O. Box 1329, Rivonia,
2128, South Africa

Physical Address:
01 Newtown Avenue,
Kilburn, Johannesburg,
2193



Date: 14/10/2020
Applicant: Lucien Beukes
Contact Details Assessor: kaylene@gdtraining.co.za
Assessor Registration No: 613/A/001853/2009
Identity Number: 8101025153089
Passport Number:

Dear Lucien Beukes

ASSESSOR REGISTRATION

In terms of the SACA regulations 9.1 (e), Cathseta ETOA hereby confirms your registration as an Assessor for the nationally registered qualifications and or unit standards below.

Qualifications

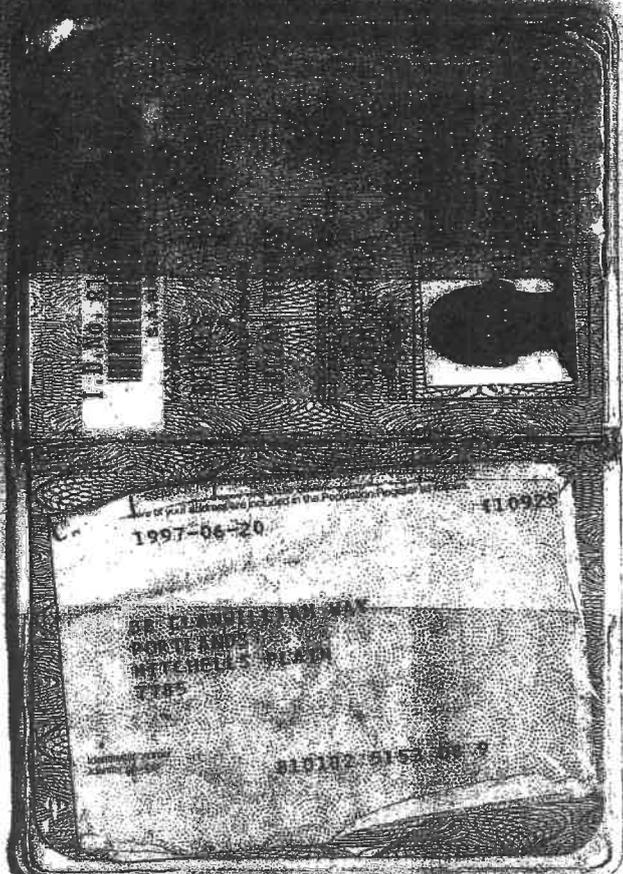
Qualification	Qualification Code	NQF Level
National Certificate: Accommodation Services	14110	NQF Level: 02
National Certificate: Professional Cookery	14111	Level: TBA: Pre-2009 was L4
National Certificate: Food and Beverage Services	14113	Level: TBA: Pre-2009 was L4

Skills Programme

Skills Programme	Skills Programme Code	NQF Level

Unit Standards

Unit Standards	Unit Standards Code	NQF Level
Analyse a business and determine the way it functions	7782	NQF Level: 04
Apply for a job or work experience placement	7815	NQF Level: 03



This is a certified copy of the original document without alteration, as seen by me.
 Signed: *[Signature]* Date: 09/12/18
 AMERZON DANIEL McLEAN
 Commissioner of Oaths
 Blue Downs, Goodwood
 7800 1/2 Goodwood Date 5 July 2018

Unit Standards	Unit Standards Code	NQF Level
Clean and maintain public areas	7626	NQF Level: 02
Clean floors and floor coverings	7606	NQF Level: 02
Communicate in a business environment	7784	NQF Level: 04
Communicate verbally	7794	NQF Level: 03
Conduct on-the-job coaching	7818	Level: TBA: Pre-2009 was L5
Contribute to the identification of short term supply needs	7844	NQF Level: 04
Control and order stock	7884	Level: TBA: Pre-2009 was L5
Control linen for external laundry	7635	NQF Level: 02
Deep clean floors and soft floor coverings	7613	NQF Level: 02
Describe layout, services and facilities of the organisation	7793	NQF Level: 02
Describe the sectors of the Hospitality, Travel and Tourism Industries	7801	NQF Level: 02
Develop self within the job role	7821	NQF Level: 04
Display cultural awareness in dealing with customers and colleagues	7791	NQF Level: 04
Function in a business environment	7785	NQF Level: 03
Handle and dispose of waste	7612	NQF Level: 02
Handle and store cleaning equipment and materials	7608	NQF Level: 02
Handle mail, messages and written communications	7663	NQF Level: 02
Identify work opportunities	7813	NQF Level: 02
Introduce new staff to the workplace	7860	NQF Level: 03
Laundry guest clothes	7631	NQF Level: 02
Maintain a clean linen supply	7657	NQF Level: 03
Maintain a preventative maintenance programme	7869	NQF Level: 04
Maintain a safe working environment	7799	NQF Level: 02

Unit Standards	Unit Standards Code	NQF Level
Maintain a secure working environment	7796	NQF Level: 03
Maintain data in a computer system	7792	NQF Level: 02
Maintain effective working relationships with other members of staff	11235	NQF Level: 03
Maintain health, hygiene and a professional appearance	7800	NQF Level: 01
Maintain housekeeping supplies	7638	NQF Level: 03
Maintain the cleaning programme for own area of responsibility	7846	NQF Level: 04
Maintain the housekeeping service	7656	NQF Level: 04
Maintain the receipt, storage and issue of goods	7839	NQF Level: 04
Monitor and maintain health, safety and security	7868	Level: TBA: Pre-2009 was L5
Monitor customer satisfaction	7836	NQF Level: 04
Operate a Computer	7786	NQF Level: 03
Perform basic calculations	7812	NQF Level: 02
Plan, organise and monitor work in own area of responsibility	7886	Level: TBA: Pre-2009 was L5
Prepare beds and handle linen and bed coverings	7602	NQF Level: 02
Prepare written communications	7822	NQF Level: 04
Process incoming and outgoing telephone calls	7790	NQF Level: 03
Process payments	7788	Level: TBA: Pre-2009 was L5
Provide a collection and delivery service	7700	NQF Level: 02
Provide a housekeeping service within designated area of work	7636	NQF Level: 03
Provide a valet service	7634	NQF Level: 03
Provide a valet/butler service	7725	NQF Level: 03
Provide an on-premise laundry service	7618	NQF Level: 02
Provide Customer Service	7789	NQF Level: 04

Unit Standards	Unit Standards Code	NQF Level
Provide First Aid	7854	NQF Level: 04
Sell products or services	7787	Level: TBA: Pre-2009 was L5
Service guest bedroom areas	7605	NQF Level: 02
Service self-catering kitchen areas and equipment	7614	NQF Level: 02
Service toilet and bathroom areas	7603	NQF Level: 02
Service toilets and washrooms	7629	NQF Level: 02
Source information about self-employment opportunities	7827	NQF Level: 04
Store and handle customer and establishment property	7698	NQF Level: 02
Accept and store food deliveries	7743	NQF Level: 04
Clean and store crockery and cutlery	7751	NQF Level: 02
Clean food production areas and equipment	7749	NQF Level: 02
Clean food production areas, equipment and utensils	7816	NQF Level: 02
Cook-chill foods	7817	NQF Level: 03
Cook-freeze foods	7819	NQF Level: 03
Develop and implement new recipes and menus	7850	NQF Level: 05
Handle and maintain knives	7705	NQF Level: 02
Handle and maintain utensils and equipment	7717	NQF Level: 02
Handle and record refunds	7829	NQF Level: 03
Handle and store food	7748	NQF Level: 02
Handle and store food	14754	NQF Level: 03
Maintain and promote food hygiene in the kitchen	7847	NQF Level: 05
Maintain food production operations	7843	NQF Level: 05
Maintain food production quality control systems, procedures and specifications	7851	NQF Level: 05

Unit Standards	Unit Standards Code	NQF Level
Maintain hygiene in food preparation, cooking and storage	7637	NQF Level: 03
Maintain supply levels	7858	NQF Level: 05
Maintain the cleaning programme for kitchen areas and equipment	7845	Level: TBA: Pre-2009 was L5
Manage one's own development	7873	NQF Level: 04
Plan staff training and development in own area of responsibility	7841	NQF Level: 04
Prepare and clear areas for table service	7740	NQF Level: 03
Prepare and cook basic cold and hot desserts	7755	NQF Level: 04
Prepare and cook basic dough products	7766	NQF Level: 03
Prepare and cook basic egg dishes	7802	NQF Level: 02
Prepare and cook basic fish dishes	7754	NQF Level: 03
Prepare and cook basic fruit dishes	7809	NQF Level: 02
Prepare and cook basic meat, poultry, game or offal dishes	7728	NQF Level: 04
Prepare and cook basic pasta dishes	7805	NQF Level: 02
Prepare and cook basic pastry dishes	7768	NQF Level: 03
Prepare and cook basic pulse dishes	7759	NQF Level: 02
Prepare and cook basic rice dishes	7762	NQF Level: 02
Prepare and cook basic sauces and soups	7757	NQF Level: 03
Prepare and cook basic shellfish dishes	7807	NQF Level: 02
Prepare and cook basic vegetable protein dishes	7811	NQF Level: 02
Prepare and cook starch	7810	NQF Level: 02
Prepare and cook vegetables for basic hot and cold dishes	7808	NQF Level: 02
Prepare and present food for cold presentation	7806	NQF Level: 03
Prepare cold and hot sandwiches and rolls	7661	NQF Level: 02

Unit Standards	Unit Standards Code	NQF Level
Prepare fruit for hot and cold dishes	7659	NQF Level: 02
Prepare vegetables for hot and cold dishes	7660	NQF Level: 02
Prepare, bake and decorate basic cakes and biscuits	7772	NQF Level: 03
Prepare, cook and finish fresh pasta dishes	7842	NQF Level: 03
Provide a carvery/buffet service	7745	NQF Level: 03
Provide a table drink service	7744	NQF Level: 03
Provide a table service	7742	NQF Level: 03
Provide cook-freeze or cook-chill food service to clients	7823	NQF Level: 03
Clean and restock drinks machines/equipment	7738	NQF Level: 02
Clean and store glassware	7735	NQF Level: 02
Maintain cellars/beverage store room	7758	NQF Level: 03
Maintain external areas	7781	NQF Level: 04
Maintain the drink service	7778	Level: TBA: Pre-2009 was L5
Maintain the table service	7776	Level: TBA: Pre-2009 was L5
Operate a payment point and process payments	7820	NQF Level: 03
Prepare and clear areas for counter service	7732	NQF Level: 02
Prepare and clear areas for drinks service	7734	NQF Level: 02
Prepare and clear areas for room service	7737	NQF Level: 02
Prepare and clear areas for table service	14577	NQF Level: 02
Prepare and clear areas for take-away service	7733	NQF Level: 02
Prepare and serve cocktails	7753	NQF Level: 04
Prepare and serve spirits and liqueurs	7773	NQF Level: 04
Prepare kegs and gas cylinders for use	7756	NQF Level: 03

Unit Standards	Unit Standards Code	NQF Level
Prepare, cook and serve food in the restaurant	7774	Level: TBA: Pre-2009 was L5
Prepare, service and clear function rooms	7739	NQF Level: 02
Provide a drink service for licensed premises	7780	NQF Level: 03
Provide a silver service	7747	NQF Level: 04
Recommend, present and serve wines	7788	Level: TBA: Pre-2009 was L5
Serve bottled wine	7750	NQF Level: 03
Supervise and maintain beverage storage	7779	Level: TBA: Pre-2009 was L5
Supervise the running of a function	7780	NQF Level: 05
Relate diversity to customer service	260178	NQF Level: 04
Execute a number of contact and non-contact aquatic rescues and releases using different techniques in pool, open water and surf	255838	NQF Level: 04
Recommend an exercise programme or activity	243294	NQF Level: 04
Introduce South Africa to tourists	8480	NQF Level: 04
Lead a community sport activity	243300	NQF Level: 04
Supervise the use of a fitness facility and equipment	254459	Level: TBA: Pre-2009 was L5
Create, improvise and organize sport activities	243303	NQF Level: 04
Motivate and Build a Team	242819	NQF Level: 04
Demonstrate knowledge and understanding of HIV/AIDS in a workplace, and its effects on a business sub-sector, own organisation and a specific workplace	13915	NQF Level: 03
Apply values and ethics to a sport organisation	243286	NQF Level: 04
Care for and maintain lifeguarding/lifesaving equipment	255825	NQF Level: 03
Promote sport activity in a community	243293	NQF Level: 04
Contribute to information distribution regarding HIV/AIDS in the workplace	8555	NQF Level: 04
Apply knowledge of self and team in order to develop a plan to enhance team performance	13912	NQF Level: 03
Apply knowledge of anatomy and physiology to exercise training	243287	NQF Level: 04

Unit Standards	Unit Standards Code	NQF Level
Perform rescue breathing and cardio-pulmonary resuscitation	255818	NQF Level: 03
Deal with customers	14734	Level: TBA: Pre-2009 was L5
Improve service to customers	7865	NQF Level: 05
Apply administrative skills and knowledge in a sport organisation	243298	NQF Level: 04
Analyse external factors influencing people who have special needs	9242	Level: TBA: Pre-2009 was L5
Instruct exercise to individuals and groups	258725	NQF Level: 04
Contribute to sustainable tourism in South Africa	8490	NQF Level: 04
Develop and organise sport programmes	243302	NQF Level: 04
Identify, handle and defuse security related conflict	11505	NQF Level: 04
Conduct evacuations and emergency drills	242825	NQF Level: 04
Conduct a security patrol in an area of responsibility	244177	NQF Level: 03
Apply legal aspects in a security environment	244184	NQF Level: 03
Conduct access and egress control	244189	NQF Level: 04
Conduct security at an event	244335	NQF Level: 04
Provide operational support for a minor event	256094	NQF Level: 04

Please be advised of the following conditions:

1. Valid Registration as a Cathsseta Assessor is from 14/10/2020 to 14/10/2023, or until the expiry date of the Qualifications and Unit Standards.
2. Request for extension of assessment scope or registration period must be submitted to Cathsseta ETOA for consideration.

The details contained in this notification are according to the current specification on the Cathsseta database. Should you not agree to the information, kindly notify Cathsseta in writing of the

Kind Regards



ETQA Manager

Tel: 011 217 0600

Dimpho@Cathsseta.org.za

Postal Address:
PO Box 1329, Kibera,
2126, South Africa

Physical Address:
Off Newtown Avenue,
Kilimney, Johannesburg,
2195

Contact:
Call Centre: 08660 100 221
Telephone: 011 217 0600
Fax: 011 783 7745



Education, Training and Development
Practices Sector
Education and Training Authority
www.etdpseta.org.za

24 Johnson Road, Riverwood Office
Park, Bedfordview, Johannesburg,
2008
(011) 028-0000
(011) 482-8419

SCR Number : 174643

Date: 14/10/2020

Applicant: Lucian Beukes

Contact Details Moderator: kaylene@gdtraining.co.za

Moderator Registration No: 613/M/0006665/2013

Identity Number: 8101025153089

Passport Number:

Dear Lucian Beukes

MODERATOR REGISTRATION

In terms of the ETQA regulations, Cathseta ETQA hereby confirms your moderator registration application as a moderator.

Please be advised of the following conditions:

1. Valid Registration as a Cathseta Moderator is from 14/10/2020 to 14/10/2023, or until the expiry date of the Qualifications and Unit Standards.
2. Request for extension of assessment scope or registration period must be submitted to Cathseta ETQA for consideration.

The details contained in this notification are according to the current specification on the Cathseta database.

Kind Regards

ETQA Manager

Tel: 011 217 0600

Dimpho@Cathseta.org.za

Leamer ID : 8101026183089

Leamer Name : Beukes Lucian Thomas

Miscellaneous Unit Standards

US Code	US Title	Credits	Employment Number	Assessment Date
115789	Conduct moderation of outcome based assessments	10	US-57730	20 Jul 2013
115723	Conduct outcome based assessment	15	US-8648	27 Feb 2008

ETDP SETA

Prudie

Ms. Prudie Mbele
HOD Verification, Monitoring & Evaluation
ETDP SETA

Report Date : 2013/08/19



Accreditation Number: ETDPI0049
 Registration Number: 1999/041314/23
 Contact Tel. Number: 083 629 7894

CERTIFICATE OF COMPETENCE

This is to certify that

Lucian Beukes

Identity Number

810102 5153 089

Has been assessed and found to be competent against the unit standard:

Conduct outcomes-based assessment

15 Credits on NQF Level 5 (ID No. 115753)

On

27th February 2008

I. Swarepoel
 I.D. Swarepoel Executive Member

26.04.2008

Date



SDA Certificate No: 2421660/08
 ETDPQA Endorsement Number: US-5649
 ETDPQA SOR Number: 174643



Accreditation Number: ETDPI0049
 Registration Number: 2012/137875/07
 Contact Number: 083 629 7894

CERTIFICATE OF COMPETENCE

This is to certify that

Lucian Beukes

Identity Number

810102 5153 089

Has demonstrated competence against the unit standard:

Conduct Moderation of Outcomes-based Assessment

10 Credits on NQF Level 6 (GIS ID No. 115759)

On

20th July 2013

I. Swarepoel
 Managing Director

23.07.2013

Date



SDA Certificate No: 2470367/13
 SOR Number: 174643





Certificate of Competency

Lucian Thomas Beukes

ID No: 8101025153089

Has completed the following course

from: 7 June to 21 June 2006

Training course:
Waitron

Date of Issue:
10 August 2006

ID No: Issued by: 53089

G&D Guesthouse and Training


Mr. Gregory Johannes
Assessor


Dr. Delphine Johannes



Adolph Kolving
(1813-1865)

WE WISH TO BE PROGRESSIVE, PEACE-SEEKING PEOPLE
WITH A COMMITMENT TO HOPE, SELF-RESPECT AND
ACHIEVEMENT IN THE WORLD IN WHICH WE LIVE.

DATE
10/08/2006

K.S.A SIGNATORY

Blume

KOLPING TRAINING CENTRE, KALKSTEINFÖNTEN

AT

LIFE SKILLS TRAINING COURSE FROM 2 MAY - 12 MAY 2006

ATTENDING A NINE DAY

FOR

LUCIAN THOMAS BEUKES

KOLPING SOCIETY OF SOUTH AFRICA
THIS CERTIFICATE IS PRESENTED TO





CERTIFICATE OF
Qualification Achievement

This is to Certify that

Lucian Thomas Beukes
8101025153089

has successfully achieved the qualification

National Certificate: Professional Cookery

Credit Value: 148
NQF Level: 4

NLRD Number: 14111

ADMINISTRATOR

MANAGER-ETQA

Date of Issue : 2 Feb 2016

Certificate Number : 613/C/100529

Issued in terms of the ETQA
Regulations 1127, Reg 9(f), and as
required by the South African
Qualifications Authority, established
by the SAQA Act 58 of 1995



G&D Guesthouse and Training

"Educating Today for a Brighter Tomorrow"

3 Dale Way
Mabille Park
Kuilsvier
7580

Tel: +27 (21) 903 0204
Fax: +27 (21) 086 684 7566
Cell: 082 477 8908
E-mail: gd_guest@mweb.co.za
VAT REG NO 4120228293
Cathseta: 613/P/000137/2009
QCTO: SDP1228/18/00317

SUPPORT STAFF

-

MANAGEMENT

**CURRICULUM VITAE OF
SEDEKA LODEWYKS**

10 VAN BLEEK STREET, KUILS RIVER-7580
MOBILE: 079 407 3390

PERSONAL DETAILS:

Date of Birth	27 OCTOBER 1994
ID Number	9410270133087
Nationality	South African
Marital Status	Single
Dependants	None
Languages	English & Afrikaans
Gender	Female
Health	Excellent
Driver License	Learners License

TERTIARY EDUCATION:

NORTHLINK COLLEGE TYGERBERG CAMPUS:

CERTIFICATE

Hospitality And Catering Services N4-N6

SUBJECTS

Applied Management N4
Safety and Sanitation N4 (Distinction)
Catering Theory and Practical N4
Nutrition and Menu Planning N4

Applied Management N5
Entrepreneurship and Business Management N5
Catering Theory and Practical N5
Food and Beverage Service N5 (Distinction)

Applied Management N6
Communication and Human Relations N6
Computer Practice N6
Catering Theory and Practical N6

SEDEKA LODEWYKS
CURRICULUM VITAE

**G AND D GUESTHOUSE
& TRAINING**

February 2013 – December 2013

COURSE
PROFESSIONAL COOKERY
N4

EDUCATION DETAILS:

SAREPTA SECONDARY SCHOOL GRADE 12 – 2012

SUBJECTS
English
Afrikaans
Mathematics Literacy
Business Studies
Life Orientation
Life Science
Consumer Studies

INSERVICES TRAINING:

ENCORE RESTAURANT AND CONFERENCE CENTRE

PERIOD
DUTIES
January 2016 – November 2017
Receptionist (Welcome Guest on arrival)
Checking Inventory
Table layouts
Setting up covers
Clearing of tables
Serving Guest
Receiving customer payments
Setting up Conference Room
Preparation of Meals and dessert
Preparing Menu's
Doing stock taking
Restock stock (FIFO)
Point of sales skills
Baking Experience

CAFETERIA

Stock Management
Point of Sales
Sandwich Bar
Receiving Calls
Develop New Recipes
Perform Basic mark-up %

REFERENCE:

COMPANY NAME
Encore And Conference Centre
POSITION
Manger
REFERENCE
Ursula Van Willing
TELEPHONE DETAILS
082 847 1506

COMPANY NAME
G and D Guesthouse & Training
POSITION
Manager
REFERENCE
Gregory Johannes
TELEPHONE DETAILS
021 903 0204

COMPANY NAME
Encore Restaurant and Conference Centre
POSITION
Head Chef
REFERENCE
Chef Katherine
TELEPHONE DETAILS
021 524 2236

COMPANY NAME
Northlink College Cafeteria
POSITION
Head Chef
REFERENCE
Chef Cassidy
TELEPHONE DETAILS
071 200 4443

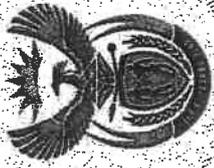


This is a certified copy of the original document
without alteration, as seen by me.

Signed: *[Signature]* Date: 22/1/20
AMERZON DANIEL McLEAN
Commissioner of Oaths
Blue Downs, Goodwood

Ref. 9/1 '8/2 Goodwood Date 5 July 2018

H10461482



DEPARTMENT: HIGHER EDUCATION AND TRAINING
REPUBLIC OF SOUTH AFRICA

CERTIFICATE OF ACHIEVEMENT N4

HOSPITALITY AND CATERING SERVICES

AWARDED TO

LODEMYKS SEDEKA

IDENTITY NUMBER

9410270133087

WITH REFLECT FROM

2015-07-01

INSTRUCTIONAL OFFERINGS PASSED

IN

APPLIED MANAGEMENT IN

SANITATION AND SAFETY IN

CATERING THEORY AND PRACTICE IN

NUTRITION AND MENU PLANNING IN

2015-07-01

[Signature]
Examination Officer

[Signature]
Director-General

Issued by the Director-General of the Department of Higher Education and Training
under delegated authority from the Quality Council for Trades and Occupations

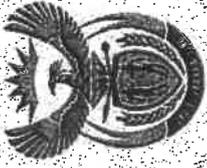


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SERIAL NUMBER

H 10461482

H10576137



DEPARTMENT: HIGHER EDUCATION AND TRAINING
REPUBLIC OF SOUTH AFRICA

**CERTIFICATE OF ACHIEVEMENT
N6**

HOSPITALITY AND CATERING SERVICES

AWARDED TO

LODEWYKS SEBEKA

IDENTITY NUMBER

9410270133087

WITH EFFECT FROM

2016-07-01

INSTRUCTIONAL OFFERINGS PASSED

* INDICATES DISTRICT

APPLIED MANAGEMENT N6

COMMUNICATION AND HUMAN RELATIONS N6

COMPUTER PRACTICE N4

CATERING THEORY AND PRACTICAL N6

Examination Officer

Director-General

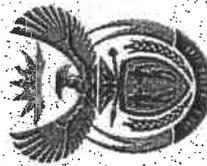


Issued by the Director-General of the Department of Higher Education and Training
under delegated authority from the Quality Council for Trade and Occupations

31535762G

SERIAL NUMBER H 10576137

H10513147



DEPARTMENT: HIGHER EDUCATION AND TRAINING
REPUBLIC OF SOUTH AFRICA

**CERTIFICATE OF ACHIEVEMENT
N5**

HOSPITALITY AND CATERING SERVICES

AWARDED TO

LODEWYKS SEBEKA

IDENTITY NUMBER

9410270133087

WITH EFFECT FROM

2015-12-01

INSTRUCTIONAL OFFERINGS PASSED

* INDICATES DISTRICT

ENTREPRENEURSHIP AND BUSINESS MANAGEMENT N4

APPLIED MANAGEMENT N5

CATERING THEORY AND PRACTICAL N5

FOOD AND BEVERAGE SERVICE N5

Examination Officer

Director-General



Issued by the Director-General of the Department of Higher Education and Training
under delegated authority from the Quality Council for Trade and Occupations

3153002B

SERIAL NUMBER H 10513147



Attendance Certificate

This is to certify that

Sedeeka Lodewyks

ID No: 9410270133087

Attended and completed the

COVID-19 Awareness and Compliance Training

in the Department of Forestry, Fisheries and Environment

On

03 June 2020

09/06/2020

Date:

Signed:



environment, forestry & fisheries
Department of Forestry, Fisheries and Environment
REPUBLIC OF SOUTH AFRICA

CERTIFICATE OF Qualification Achievement

This is to Certify that

Sedeeka Lodewyks
9410270133087

has successfully achieved the qualification

National Certificate: Professional Cookery

NLRD Number: 14111

Credit Value: 145
NQF Level: 4

CHIEF EXECUTIVE OFFICER

Date of Issue : 26 Aug 2014

MANAGER-ETQA

Certificate Number : 613/C/07780

Issued in terms of the ETQA Regulations 1127, Reg 9(1), and as required by the South African Qualifications Authority, established by the SAQA Act 58 of 1995.

CURRICULUM VITAE OF ROSCOE ABRAHAM

CURRICULUM VITAE OF

ROSCOE ABRAHAM

My career goals:

I would like to work in an organization where I can use my qualifications in Human Resources. I aim to become the HR Director of a well-reputed organization within 7-15 years. The job I am applying for is a good opportunity for me to work actively and productively in my field of expertise and apply my skills. My aim is to make a difference in my work-place through my contribution and to touch the lives of my co-workers through my positive attitude. I am a self-starter and have excellent interpersonal and conflict-management skills.

Personal Information:

Surname: Abrahams
First Name: Roscoe
Title: Mr
Home address: 85, Sonderend, Portland, Mitchells Plain, 7785
Cell: 071 268 5561
Date of birth: 1996-05-08
Age: 22
Identity number: 9605085216080
Nationality: South African
Marital status: Single
Health: Excellent
Driver's licence: Code 08
Criminal record: None

Education and Qualifications

High School: Mondiale High School
Matric 2014
Matric subjects: English First Language, Afrikaans First Additional Language, Mathematics, Physical Science, Accounting, Business Studies, Life Orientation.

Post-Matric qualifications:

B.Com - HR completed in 2018
Modules passed:
Academic Literacy for commerce 131
Business Statistics 132
Financial Accounting 143
Information Systems 131
Qualitative Skills for commerce 131

Ammaarah Ismail
Tutor/Ergonomics
University of the Western Cape
Economic and Management Sciences Faculty
Department of Industrial Psychology
(t) 081 735 8217
(e) 3530113@myuwc.ac.za

Business Ethics 242
Employment Law 211
Economics 233
Social Security Law 222

Management 304
Project Management
Industrial Psychology 337

Languages:

Speak: English (good), Afrikaans (fair)
Read: English (good), Afrikaans (good)
Write: English (good), Afrikaans (fair)

Work experience:

25 Feb – Present
G & D Training
Internship

Skills gained during my career and studies:

MsOffice computer course inclusive of:
MsWord
MsExcel
MsPowerpoint
Ms Outlook

Interests: Sports

Hobbies: Reading

References

Rozano Oliver
Lecturer/Industrial Psychologist
University of the Western Cape
Economic & Management Sciences Faculty
Department of Industrial Psychology
(t) 021 959 3180/4
(f) 021 959 3906
(e) roliver@uwc.ac.za
(w) <https://www.uwc.ac.za/Faculties/EMS/DIP/Pages/default.aspx>



Curriculum Vitae Of Kaylene Jansen

CURRICULUM VITAE OF KAYLENE JANSEN

PERSON DETAILS

Name: Kaylene
Maiden Surname: Jansen
Surname: Jansen Benadie
Identity Number: 910928 0076 084
Address: 14 Wilge Street
Ruustdal
Kuilsriver
7580
Telephone: (021) 905-8714 (home)
083 960 2605 (cell)
Email: Kay.Jay928@yahoo.com
Gender: Female
Health: Excellent
Driver's License: Code 08

ACHIEVEMENTS

First Aid Level 1 and 2 February 2016
Customer Service Level 5 June 2015
Assessors Course May 2015
First Aid Level 1 February 2013
Innkeeper Certificate (GDS) September 2011
International Computer Drivers Licence Certificate November 2010

- Using the Computer and Managing Files
- Word Processing (Word)
- Spreadsheets (Excel)
- Presentation (PowerPoint)
- Outlook (Email)

Disney Service of Excellence Certificate May 2010
Wine Course Certificate March 2010
Computer Applications Technology Certificate January 2006 - December 2009

- Microsoft Word
- Microsoft Excel
- Microsoft PowerPoint
- Microsoft Access
- Microsoft Outlook
- Microsoft Publisher

QUALIFICATIONS

NAME OF COLLEGE	NORTHLINK COLLEGE, TYGERBERG CAMPUS
NAME OF COURSE	INTERNATIONAL TRAVEL AND TOURISM DIPLOMA
YEAR OF COMPLETION	2011

Subjects

National Subjects

- Travel Office Operations N4, N5, N6
- Tourism Destinations N4, N5, N6
- Travel Services N4, N6
- Tourism Communications N4, N5
- Hotel Reception N6
- Events Support
- DTT -Fares within Africa
- DTT - International Fares

International Subjects

- Geography
- Related Tourism Services
- Development of a Local Tourism Destination
- Development of the Tourism Industry
- Customer Service Operations
- Business Systems
- Marketing Operations
- People Development

NAME OF SCHOOL	GLENDALE HIGH SCHOOL
YEAR OF COMPLETION:	2009
HIGHEST GRADE PASSED:	GRADE 12/MATRIC

Subjects:

- English
- Afrikaans
- Business Studies
- Accounting
- Mathematics
- Computers (CAT)

PROFESSIONAL EXPERIENCE

NAME OF COMPANY	G&D Guest House and Hospitality and Tourism Training Company
PERIOD	02 August 2012- Till Present
POSITION	PA/ SENIOR ADMIN/HR/ GUEST RELATIONS

Duties: OFFICE ADMINISTRATOR /PA

- All Duties Related To Admin (Typing, Scan, Fax, Email)
- Operating switchboard
- Sorting Files and Folders
- Record keeping of all trainers – Feedback, Assessing, analysing data and all materials required for various training sessions.
- Manage the CEO and staff diaries daily
- Arrange Travel and accommodation for CEO and staff (trainers)
- Edit, Print course material
- Training quotations and invoices
- Calculating Of Monthly Slips - Vat and Accounting
- Manage Petty Cash and Inventory
- Control of company vehicles
- Manage day-day business operations
- Assist with admin practices in Environmental Programme
- Assign job list to staff
- Manage and control the MIS system (learner Database)

Duties: HUMAN RESOURCE

- Record keeping of staff attendance
- Trainers to report on a daily basis
- Maintain System Record and assist in HR practice for Environmental Programme
- Assist with business Tenders and Bid documentation
- Assist CEO with any business related matters
- Manage suppliers of company

Duties: GUEST RELATIONS

- Check in/ out of guests
- Report any damages to guesthouse
- Report queries of housekeepers
- Accommodation quotations and receipts

NAME OF COMPANY	African End Tourism -- Tour Assist
PERIOD	04 June 2012 - 01 August 2012
POSITION	TOUR CONSULTANT/RECEPTIONIST

Duties: TOUR CONSULTANT/RECEPTIONIST

- Bookings for accommodation and travel
- Maintain and update daily bookings, allocate drivers and vehicles,
- Confirmation of payment
- Maintain invoices of drivers and guides
- Manage tour report
- Allocate tour guides and vehicles
- Quote for airport transfers, corporate transfers, tours and general transfers
- Set programmes/itinerary for group bookings

NAME OF COMPANY	Cheeky Little Caterers
PERIOD	20-24 March 2012 - Casual
POSITION	WAITRESS

Duties: WAITRESS

- Assist with buffet dining
- Prepare tables and buffet area
- Assist guests with enquiries
- Decorate dining tables
- Clean tables

NAME OF COMPANY	The Tulip Hotel and Conference Centre
PERIOD	10 October 2011 - 31 January 2012 Waitress
POSITION	FRONT OF HOUSE/RECEPTIONIST-ADMIN/RESTAURANT SUPERVISOR

Duties: FRONT OF HOUSE/RECEPTIONIST/RESTAURANT SUPERVISOR

- Checking guests In/Out
- Assign rooms to guests,
- General duties related to admin
- Assist guest with complaints
- Food and table preparation
- Meet and greet guests
- Customer Care and special requests of guests
- Worked on GDS system called innsite

NAME OF COMPANY	Royal Hotel - Eastern Cape, Willowmore
PERIOD	13 December 2010 - 14 January 2011
POSITION	RECEPTION/SHOP ASSISTANT/WAITRESS

Duties: RECEPTION/SHOP ASSISTANT/WAITRESS

- General duties related to admin
- Sorting of Files and Folders
- Assist with orders from kitchen to restaurant
- Guest check-in and check-out
- Meet and greet guests in accommodation and restaurant.
- Assist customers in the shop

NAME OF COMPANY	G&D Guest House and Hospitality and Tourism Training Company
PERIOD	01 June 2010 - 30 August 2010
POSITION	ADMINISTRATOR - In-service Training

Duties: ADMINISTRATOR

- All Duties Related to Admin
- Check housemaids duties are met
- Assess chef in classroom
- Sorting Files and Folders

NAME OF COMPANY	Mfuleni Police Station - Blue Downs 12 August 2012 - Till Present
PERIOD	01 March - 30 April 2010 (VOLUNTARY)
POSITION	ASSISTANT ADMIN CLERK - ASSISTANT HUMAN RESOURCE

Duties: ASSISTANT ADMIN CLERK - ASSISTANT HUMAN RESOURCE

- All Duties Related to Admin
- Assist with enquiries
- Sorting files and folders
- Liaise with other stations - admin related

REFERENCE

NAME OF COMPANY CONTACT PERSON	G&D Guest House and Hospitality and Tourism Training Company Gregory Johannes – CEO & Managing Director 021 903 0204/ 082 477 8908
NAME OF COMPANY CONTACT PERSON	African End Tourism Chantel George/Calvin Johannes – Office Manager 021 913 3837 calvin@tourassist.co.za
NAME OF COMPANY CONTACT PERSON	Cheeky Little Caterers Charmaine Engelbrecht – Owner 077-356 1149 cheekylittlecaterers@gmail.com
NAME OF COMPANY CONTACT PERSON	The Tulip Hotel and Conference Centre – Cape Town Jeffron Buys – General Manager 021 4335116 manager@thetulip.co.za
NAME OF COMPANY CONTACT PERSON	Royal Hotel – Eastern Cape Roodie Coetzee – General Manager and Barman 076 453 8342/044 923 1225
NAME OF COMPANY CONTACT PERSON	SAPS – Blue Downs Station P. Jansen – Captain 021 9089 300/ 082 7789 260

I.D. No. 910928 0076 08 4

S.A. BUREAU'S A. CITIZEN

VANSURNAME
JANSEN

VOORNAAMES
KAYLENE PETRUCILLE

REPUBLIC OF SOUTH AFRICA / REPUBLIC OF HOME AFFAIRS
SUID -AFRIKA

DATE OF BIRTH
1991-08-28

DATUM UITSEERK
DATE ISSUED
2008-04-03

MAGISTRAT OF OORSA VAN DIE
REGERING-REGERAAL:
MAGISTRATE OF THE
GOVERNMENT

BY AUTHORITY OF THE
REPUBLIC OF SOUTH AFRICA



REPUBLIC OF SOUTH AFRICA / REPUBLIC OF HOME AFFAIRS
SUID -AFRIKA

DATE OF BIRTH
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2008-04-03

MAGISTRAT OF OORSA VAN DIE
REGERING-REGERAAL:
MAGISTRATE OF THE
GOVERNMENT

BY AUTHORITY OF THE
REPUBLIC OF SOUTH AFRICA

GEREGISTREERDE WOON- EN POSADRESSE
1. Bewys die bewys van u GEREGISTREERDE WOON- EN POSADRESSE in hierdie afdeling.

2. Indien u 'n nuwe adres verander het, of indien besprokehoude van u huidige adres, by adresverandering, moet u die voornemens van u adresverandering, wat in die tydperk van u huidige adres, gebruik word om die verandering aan te meld en moet dit ingedien word by of gepos word aan die nasate ernst-identifikasie van die DEPARTEMENT VAN BINNENLANDSE SAKE.

REGISTERED RESIDENTIAL AND POSTAL ADDRESS
1. Keep the proof of your REGISTERED RESIDENTIAL AND POSTAL ADDRESS in this pocket.

2. If you have changed your address, or, if particulars of your present address, such as name of street and/or street number, etc. have been changed, the NOTICE OF CHANGE OF ADDRESS form in the pocket at the back of the identity document must be used to report the change and it must be handed in at or posted to the nearest regional office of the DEPARTMENT OF HOME AFFAIRS.

This is a certified copy of the original document
without alteration, as seen by me.

Signed: *Daniel McLean* Date: *21/7/18*
AMERZON DANIEL McLEAN
Commissioner of Oaths
Blue Downs, Goodwood
Ref: 9/1/8/2 Goodwood Date 5 July 2018

REPUBLIC OF SOUTH AFRICA / REPUBLIC OF HOME AFFAIRS
SUID -AFRIKA

DATE OF BIRTH
1991-08-28

DATUM UITSEERK
DATE ISSUED
2008-04-03

MAGISTRAT OF OORSA VAN DIE
REGERING-REGERAAL:
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BY AUTHORITY OF THE
REPUBLIC OF SOUTH AFRICA

REPUBLIC OF SOUTH AFRICA / REPUBLIC OF HOME AFFAIRS
SUID -AFRIKA

DATE OF BIRTH
1991-08-28

DATUM UITSEERK
DATE ISSUED
2008-04-03

MAGISTRAT OF OORSA VAN DIE
REGERING-REGERAAL:
MAGISTRATE OF THE
GOVERNMENT

BY AUTHORITY OF THE
REPUBLIC OF SOUTH AFRICA

Postal Address
 P.O. Box 1529, Rivonia,
 2128, South Africa

Physical Address
 01 Newton Avenue,
 Killarney, Johannesburg,
 2123

Contact
 Call Centre: 0860 100 221
 Telephone: 011 217 0600
 Fax: 011 783 7745



Date: 11/06/2019

Applicant: Kaylene Jansen

Physical Address: 14 WILGE STREET RUSTDAL, Blackheath 7580

Postal Address: 14 WILGE STREET RUSTDAL Blackheath 7580

Contact Details: Assessor: Kay.Jay828@yahoo.com

Assessor Registration No: 613/A/003399/2016

Identity Number: 9109280076084

Dear Kaylene Jansen

ASSESSOR REGISTRATION

In terms of the SACA regulations 9.1 (e), Cathseta ETQA hereby confirms your registration as an Assessor for the nationally registered unit standards below.

Qualification Details:

NQF Level	Qualification Code	Qualification Title
Level 02	14110	National Certificate: Accommodation Services

Unit standard Details

NQF Level	Unit Standard Code	Unit Standard Title
Level 01	7600	Maintain health, hygiene and a professional appearance
Level 02	7626	Clean and maintain public areas
Level 02	7606	Clean floors and floor coverings
Level 02	7635	Control linen for external laundry
Level 02	7613	Deep clean floors and soft floor coverings

Level 02	7783	Describe layout, services and facilities of the organisation
Level 02	7801	Describe the sections of the Hospitality, Travel and Tourism Industries
Level 02	7612	Handle and dispose of waste
Level 02	7608	Handle and store cleaning equipment and materials
Level 02	7663	Handle mail, messages and written communications
Level 02	7813	Identify work opportunities
Level 02	7631	Laundry guest clothes
Level 02	7789	Maintain a safe working environment
Level 02	7792	Maintain data in a computer system
Level 02	7812	Perform basic calculations
Level 02	7602	Prepare beds and handle linen and bed coverings
Level 02	7700	Provide a collection and delivery service
Level 02	7618	Provide an on-premise laundry service
Level 02	7605	Service guest bedroom areas
Level 02	7614	Service self-catering kitchen areas and equipment
Level 02	7603	Service toilet and bathroom areas
Level 02	7629	Service toilets and washrooms
Level 02	7698	Store and handle customer and establishment property
Level 03	7815	Apply for a job or work experience placement
Level 03	244164	APPLY LEGAL ASPECTS IN A SECURITY ENVIRONMENT
Level 03	7794	Communicate verbally
Level 03	244177	CONDUCT A SECURITY PATROL IN AN AREA OF RESPONSIBILITY
Level 03	7710	Deal with the Arrival of Customers

Level 03	7785	Function in a business environment
Level 03	7860	Introduce new staff to the workplace
Level 03	7857	Maintain a clean linen supply
Level 03	7796	Maintain a secure working environment
Level 03	11235	Maintain effective working relationships with other members of staff
Level 03	7638	Maintain housekeeping supplies
Level 03	7786	Operate a Computer
Level 03	7780	Process incoming and outgoing telephone calls
Level 03	7636	Provide a housekeeping service within designated area of work
Level 03	7634	Provide a valet service
Level 03	7725	Provide a valet/butler service
Level 03	7703	Provide Customer Information and Book External Services
Level 04	110296	Adhere to professional conduct and business ethics in a Public Relations and Communication environment
Level 04	7782	Analyse a business and determine the way it functions
Level 04	246740	Care for Customers
Level 04	7784	Communicate in a business environment
Level 04	335802	Conduct a guided cultural experience
Level 04	335801	Conduct a tourist guiding activity
Level 04	244189	CONDUCT ACCESS AND EGRESS CONTROL
Level 04	242825	CONDUCT EVACUATIONS AND EMERGENCY DRILLS
Level 04	261157	Conduct events support services within specific event genres
Level 04	244335	Conduct security at an event
Level 04	8490	Contribute to sustainable tourism in South Africa

Level 04	7844	Contribute to the identification of short term supply needs
Level 04	118889	Demonstrate knowledge of Iron Age archaeology
Level 04	115877	Demonstrate knowledge of Stone Age archaeology
Level 04	7821	Develop self within the job role
Level 04	7791	Display cultural awareness in dealing with customers and colleagues
Level 04	116594	Function in a team
Level 04	260177	Function in the events industry
Level 04	11505	IDENTIFY, HANDLE AND DEFUSE SECURITY RELATED CONFLICT
Level 04	8480	Introduce South Africa to tourists
Level 04	7669	Maintain a preventative maintenance programme
Level 04	7846	Maintain the cleaning programme for own area of responsibility
Level 04	7658	Maintain the housekeeping service
Level 04	7839	Maintain the receipt, storage and issue of goods
Level 04	255914	Minimise and manage safety and emergency incidents
Level 04	7838	Monitor customer satisfaction
Level 04	8608	Operate in the national and international event industry
Level 04	7822	Prepare written communications
Level 04	7789	Provide Customer Service
Level 04	7854	Provide First Aid
Level 04	256094	Provide operational support for a minor event
Level 04	260178	Relate diversity to customer service
Level 04	119870	Research a Southern African archaeological site from published and unpublished material
Level 04	335803	Research and design a guided experience at a prominent tourism site

Level 04	7827	Source information about self-employment opportunities
Level 04	8607	Support event co-ordination
Level 04	8609	Understand the inter-relatedness of event elements
Level 05	7818	Conduct on-the-job coaching
Level 05	7884	Control and order stock
Level 05	14734	Deal with customers
Level 05	7865	Improve services to customers
Level 05	7868	Monitor and maintain health, safety and security
Level 05	7866	Plan, organise and monitor work in own area of responsibility
Level 05	7788	Process payments
Level 05	7787	Sell products or services
Level 06	7939	Book and issue Documentation for Point-to-Point Air Travel.

Skills Programme Details:

NOF Level	Skills Programme Code	Skills Programme Title
Level 04	TG/CULTSITEGP/4/0031	Culture site Guide
Level 04	*CUST/ServProg/4/0085	Customer Service Programme
Level 05	CUST/ServProg/5/0095	Customer Service Programme
Level 04	TRSEvnSup/4/0010	Event Support
Level 04	EVMEVUSUPASSGEN/4/0008	SP: Event Support Assistant: Generic
Level 04	VOUSAFMONIT/4/0079	Volunteer Safety Monitor

Please be advised of the following conditions:

1. Valid Registration as a Cathsseta Assessor is from 18/04/2019 to 17/04/2022, or until the expiry date of the Qualifications and Unit Standards.
2. Request for extension of assessment scope or registration period must be submitted to Cathsseta ETQA for consideration.

The details contained in this notification are according to the current specification on the Cathsseta database.



ETQA Manager
 Tel: 011 217 0600
 Dimpho@Cathsseta.org.za

Education, Training and Development
Practices Sector
Education and Training Authority
www.etdpseta.org.za

24 Johnson Road, Riverwood Office
Park, Bedfordview, Johannesburg,
2008
(011) 628-5000
(011) 482-8418



SDR Number: 469231



Learner Name: Jansen Kaylene

Learner ID: 910928007684

Miscellaneous Unit Standards

US Code	US Title	Credits	Endorsement Number	Assessment Date
115753	Conduct outcomes-based assessment	15	US-71833	20 Aug 2015

This is to certify that
Kaylene Jansen

Identity Number
910928 0076 084

Has been assessed and found to be competent against the unit standard:

Conduct outcomes-based assessment

15 Credits on NQF Level 5 (US ID No. 115753)

on

20th August 2015

[Signature]
Director

27.10.2015
Date

[Signature]
Mr. Herman Lebela
Head of Department : ETQA Unit
ETDP SETA

SDA Certificate No: 115753/1613/15
ETDQA SDR Number : 469231

Report Date: 2015/10/27



ECDL Foundation
Serial Number
ZA284366



Date
04 November 2010

ICDL South Africa
ICDL Licensee



[Signature]

Using the Computer and Managing Files
Word Processing
Spreadsheets
Presentation

The ICDL Start Certificate is awarded to a Candidate who has completed four out of a possible seven modules of the ICDL programme. This certificate does not indicate that the Candidate has completed the ICDL certification.

has successfully passed all 4 modules required for the granting of the ICDL Start

ID: 9109280076084

KAYLENE JANSSEN

This is to certify that

ICDL Start Certificate

ICDL
International Computer
Driving Licence



GLENDALE SECONDARY

Certificate of Excellence

Hereby granted to:

Kaylene Janssen

Category: *Computer Applications Technology*

APPLICATIONS: *Microsoft Word 2007 - Word, Excel, PowerPoint & Access*

SUBJECT EDUCATOR: *Ms. K. Davids*
PRINCIPAL: *A. S. Chothia*

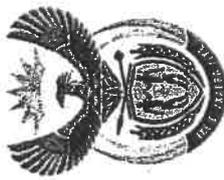


Certificate of Successful Completion
The Disney Approach to Service Excellence

World Cup & Beyond

May 2010

Just-Now-to-Now-All-Customers!



DEPARTMENT: EDUCATION / DEPARTEMENT: ONDERWYS
REPUBLIC OF SOUTH AFRICA / REPUBLIEK VAN SUID-AFRIKA

**NATIONAL
CERTIFICATE** **N 4** **NASIONALE
SERTIFIKAAT**

TOURISM TOERISME

AWARDED TO TOEGEKEN AAN

JANSEN KAYLENE PETRUCILLE

IDENTITY NUMBER IDENTITEITSNOMMER

9109280076084

WITH EFFECT FROM MET INGANG VAN

2010-07-01

INSTRUCTIONAL OFFERINGS PASSED ONDERRIGGAANBIEDINGE GESLAAG

INDICATES DISTINCTION * DUW ONDERSKIEDING AAN

TRAVEL OFFICE PROCEDURES N4 REISKANTOORPROSEDURES N4

TOURISM COMMUNICATION N4 TOERISMEKOMMUNIKASIE N4

TOURIST DESTINATIONS N4 TOERISTEBESTEMINGS N4

TRAVEL SERVICES N4 REISDIENSTE N4

A handwritten signature in black ink, likely belonging to the Examination Officer.

Examination Officer

A handwritten signature in black ink, likely belonging to the Director-General.

Director-General

Eksamenbeampte

Direkteur-generaal

21721513G

SERIAL NUMBER

018042

REEKSNOMMER



DEPARTMENT: HIGHER EDUCATION AND TRAINING
 REPUBLIC OF SOUTH AFRICA
CERTIFICATE OF ACHIEVEMENT
N5

TOURISM
 AWARDED TO
 JANSEN KAYLENE PETRUCILLE
 IDENTITY NUMBER
 9109280076084
 WITH EFFECT FROM
 2010-12-01

INSTRUCTIONAL OFFERINGS PASSED
 * INDICATES DISTINCTION
 TRAVEL OFFICE PROCEDURES N5
 TOURISM COMMUNICATION N5
 TOURIST DESTINATIONS N5
 TRAVEL SERVICES N5

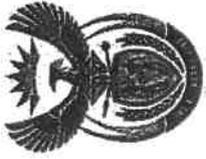

 Examination Officer


 Director-General



Issued by the Director-General of the Department of Higher Education and Training
 under delegated authority from the Quality Council for Trade and Occupations
 24934267K

SERIAL NUMBER H10115837



DEPARTMENT: HIGHER EDUCATION AND TRAINING
 REPUBLIC OF SOUTH AFRICA
CERTIFICATE OF ACHIEVEMENT
N6

TOURISM
 AWARDED TO
 JANSEN KAYLENE PETRUCILLE
 IDENTITY NUMBER
 9109280076084
 WITH EFFECT FROM
 2011-12-01

INSTRUCTIONAL OFFERINGS PASSED
 * INDICATES DISTINCTION
 TOURIST DESTINATIONS N6
 TRAVEL SERVICES N6
 TRAVEL OFFICE PROCEDURES N6
 HOTEL RECEPTION N6


 Examination Officer


 Director-General



Issued by the Director-General of the Department of Higher Education and Training
 under delegated authority from the Quality Council for Trade and Occupations
 24934268A

SERIAL NUMBER H10115863

28 June 2017

CONFIRMATION OF REGISTRATION

This is to certify that Kaylene Jansen was registered as a full-time student from January 2009 to December 2011 at Northlink College, Tygerberg Campus for the International Diploma in Tourism. This is a 3-year qualification which runs under the auspices of the DHET (National) and City and Guilds of London (International).

Kaylene successfully completed the National Certificate N4 – N6 level and International C&G Diploma in Tourism in 2011.

National subjects: Tourism communications N4, N5 & Hotel reception N6
 Travel Office Procedures N4, N5, N6
 Tourist Destinations N4, N5, N6
 Travel Services N4, N6, DTT fares within Africa

International subjects: Developing a local Tourism Destination,
 Development of the Tourism Industry, International
 Tourism Geography, Related Tourism Services,
 Wines of South Africa, DTT International Fares,
 Events Support, Business Systems, Marketing
 Operations, Customer Service Operations,
 People Development.

Name: Kaylene Jansen
ID number: 8109280076084
Student number: 210004647

Yours sincerely


 Mrs R. Harrison
 Programme Manager - TOURISM

Tel: 021 524 2330
FAX: 021 524 2399
rharrison@northlink.co.za



theta
 TOURISM, HOSPITALITY & SPORT
 EDUCATION & TRAINING AUTHORITY
CERTIFICATE OF

Skills Programme Achievement

This is to Certify that

KAYLENE JANSEN
 9109280076084

has successfully achieved the Skills Programme

Event Support

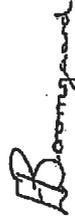
NQF Level: 4



CHIEF EXECUTIVE OFFICER

Date of Issue : 5 Oct 2011

Credit Value: 50



MANAGER-ETQA

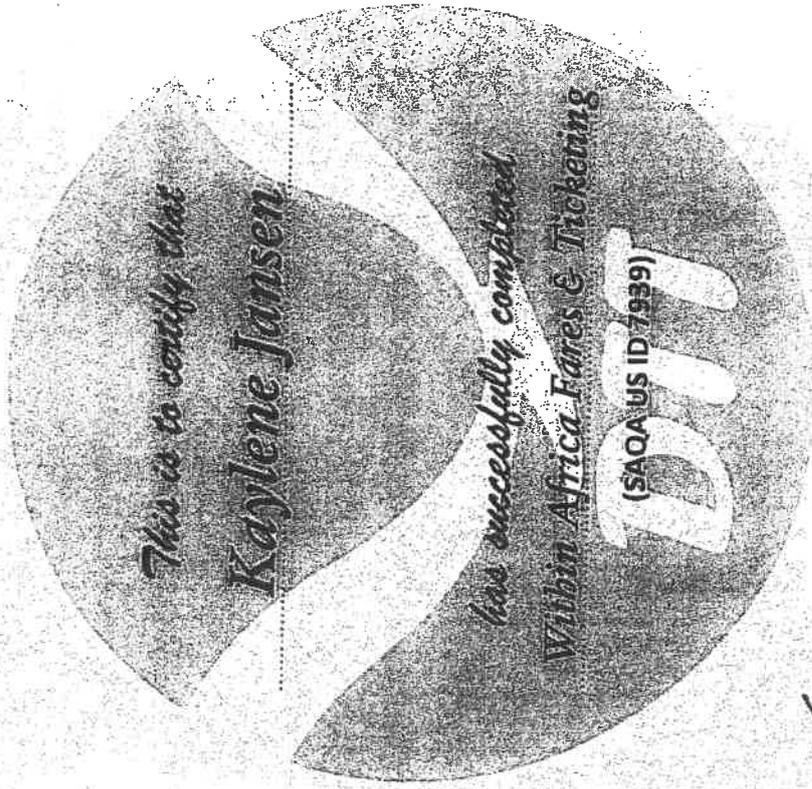
Certificate Number : 613/C/050865



Issued in terms of the ETQA Regulations
 1127, Reg 9(f), and as required by the
 South African Qualifications Authority,
 established by the SAQA Act 58 of 1995



Development & Training Technologies (Pty) Ltd



Smaice

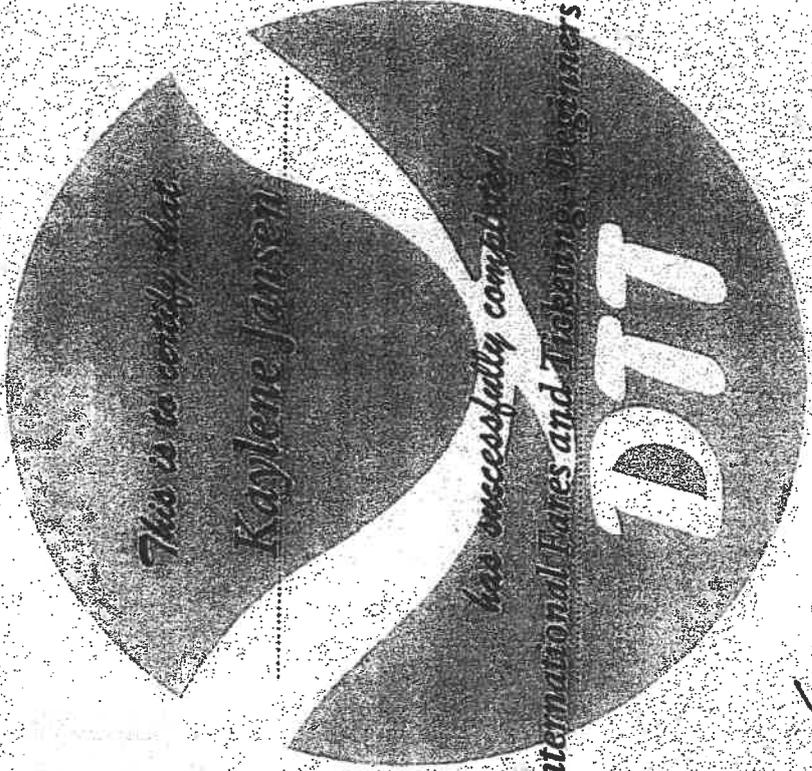
Development & Training Technologies

03 June 2011 Date

CATHSSOTA Accreditation number 613/P/00070/2010



Development & Training Technologies (Pty) Ltd



Smaice

Development & Training Technologies

01 November 2011 Date

CATHSSOTA Accreditation number 613/P/00070/2010



51150



This is to certify that

Keylana Jansen

Successfully completed training in

Customer Relations CRM
Reservations HRE
Front Office HFO

and is certified as an

INNkeeper Ver 3.85 User

Cheryl le Roux
Manager: Development
21 September 2011



Mauritz Nortje
Manager: Training
Certificate 1025



Level 2 NO Diploma in International Tourism
500076598

is awarded to
Keylana Jansen

who attended
NORTHLINK COLLEGE - TYGERBERG CAMPUS

and was successful in the following 10 modules
International Tourism Principles 2
The International Tourism Industry
International tourism reception
Customer service operations in the tourism industry
People development in the tourism industry
Business systems in the tourism industry
Marketing operations in the tourism industry
Developing a local tourism destination
Retailed tourism services

Pass
Merit
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Pass

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A8022470
F8022471
J8022472
L8022473
Y8022474
Y8022475



2008174987-320843184RFRM1180F7280881
5502030720

Chris Jansen

Chris Jansen
Director-General
The City and Guilds of London Institute

Awarded 26 June 2017
5933XW9WV-SKE7-ARJD-SPW4

Keylana Jansen

Keylana Jansen
Candidate
City & Guilds

The City and Guilds of London Institute founded 1878 and incorporated by Royal Charter 1988.



Catnsseta
Culture Arts, Tourism, Hospitality
and Sport Sector Education and
Training Authority

Certificate of Completion

Kaylene Jansen

ID No: 9109280076084

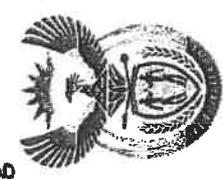
Has completed the following course

From: 01 February 2016 to 02 February 2016

**Training course:
First Aid Level 1 & 2**

**Date of Issue:
02 February 2016**

**Issued By:
G&D Guesthouse and Training**
Accredited with the Tourism and Hospitality Sector
Registered with Expanded Public works



Mr. Gregory Johannes

**Mr. Gregory Johannes
Assessor**

Dr. Delphine Johannes

Dr. Delphine Johannes

SPONSORED BY SAN PARKS



CERTIFICATE OF

Skills Programme Achievement

This is to Certify that

KAYLENE JANSEN
9109280076084

has successfully achieved the Skills Programme

Customer Service Programme

NOF Level: 5

Credit Value: 21

Administrator

ADMINISTRATOR

Manager ETOA

MANAGER ETOA

Date of Issue : 8 Sep 2016

Certificate Number : 613/C/105612

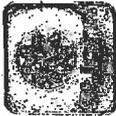
Issued in terms of the ETOA Regulations
1127, Reg 9(1), and as required by the
South African Qualifications Authority,
established by the SAQA Act 58 of 1995

**Culture Arts Tourism Hospitality & Sport
Sector Education and Training Authority**





St John



Attendance Certificate

This is to certify that

Kaylene Benadie

THIS IS TO CERTIFY THAT

Kaylene Petrucille Jansen

ID NUMBER

910928 0076 08 4

has passed an examination in

FIRST AID

LEVEL THREE

Document C : Department of Labour

[Signature]
MANAGER

[Signature]
INSTRUCTOR

ISSUED AT: Cape Town

DATE: 17/05/2019

Valid for three years from date of issue

CPT2019IS6
Department of Labour
CI BIG 3-02

Registration No. 000-914 NPO
Issued without erasure or alteration

ID No: 9109280076084

Attended and completed the

COVID-19 Awareness and Compliance Training

in the Department of Forestry, Fisheries and Environment

On

03 June 2020

09/06/2020

Signed:

Date:



environment, forestry & fisheries
Department of Environment, Forestry & Fisheries
REPUBLIC OF SOUTH AFRICA



Curriculum Vitae Of Zhandre Page

CURRICULUM VITAE OF ZHANDRE PAGE

PERSONAL DETAILS

SURNAME: Page
FIRST NAMES: Zhandre Jeromy
GENDER.: Male
RACE Colored
CITIZENSHIP: South African
SA ID: 9607305219084
MARITAL STATUS: Single
DEPENDANTS: 0
DRIVERS LISENCE: Code C1 with own transport
HOME ADDRESS.: 64 Sheigh Yusuf Street, The Westridge Mitchell's Plain, 7785
CONTACT DETAILS: 0828650676
EMAIL:

LANGUAGES:

Afrikaans (excellent); English (excellent)

EDUCATION QUALIFICATION

NAME OF SCHOOL:

Langeberg, Sekondere Skool

STANDARD PASSED:

Matric

YEAR COMPLETED:

2014

SUBJECTS:

: English
: Afrikaans
: Life Skills (L.O)
: Mathematics
: Physical Science

: Computer Application Technology
: Civil Technology

EMPLOYMENT HISTORY

NAME OF COMPANY: 3T Security

POSITION: Admin Officer/

PERIOD: June 2015- February 2016 (Better job opportunity)

RESPONSIBILITIES: Data Capturing, General work (Alarm Fitting)

Reference: Lvandre Venter
073380906
Manager Director

NAME OF COMPANY: Page Transport

POSITION: Operator

PERIOD: March 2016 – November 2016 (contract ended)

RESPONSIBILITIES: Data Capturing and controlling of freight

Reference: Kurt Page
0728904255

About Myself

I believe in making every experience count, I am a fast learner with a teachable attitude, I love giving my best and in return see each project that was handed to me turn to gold, I am fun energetic and pleasure to work with and I love people. I am a team player and make sure I understand my colleagues and they understand me.

I.D. No. 960730 5219 084

SURNAME PAGE
FORENAMES ZHANDRE JEROMY
COUNTRY OF BIRTH SOUTH AFRICA
DATE OF BIRTH 1995/07-30

DATE ISSUED 2013-04-18

ISSUED BY AUTHORITY OF THE DIRECTOR-GENERAL HOME AFFAIRS

NOTICE OF PERSONAL PARTICULARS

1. Any changes to the personal particulars in your ID Book must be communicated to all relevant parties.

NOTICE OF CHANGE OF ADDRESS

1. Keep the NOTICE OF CHANGE OF ADDRESS form in this pocket to report a change of address or a change in particular of your present address e.g. name of street and/or street number etc.

2. Hand in at or post to the nearest regional/district office of the DEPARTMENT OF HOME AFFAIRS



This is a certified copy of the original document
without alteration, as seen by me.

Signed: *[Signature]* Date: 2/11/18

AMERZON DANIEL McLEAN
Commissioner of Oaths
Blue Downs, Goodwood

Ref.9/1/8/2 Goodwood Date 5 July 2018



Skills Programme Achievement

This is to Certify that

Zhandre Jeromy Page

9607305219084

has successfully achieved the Skills Programme

Customer Service Programme

NQF Level 1 and 2

Credit Value: 24

Emagway

MANAGER: ETOA

Certificate Number: 613/0714517

ISSUED

Date of Issue: 15/01/2016

Refer to Terms of the ETOA
Regulations 1125, 169-170, which are
required by the South African
Qualifications Authority (SQA)

Qualifications Authority (SQA)



Culture, Arts, Tourism, Hospitality & Sport
Sector Education and Training Authority

Curriculum Vitae

L.M. Thys

Safety Manager

Lester Martin Thys

Cellphone Number : +27 83 380 2884
Lester.thys@ccac.co.za

45 Helena Street
Victoria Park, Worcester
6850
Western Cape
Republic of South Africa

I.D. No: 630604 5149 080
Drivers' Licence: Code 08
Marital Status: Married
Health: Good
Languages: Afrikaans, English
Nationality: RSA Citizen

Personal Attributes - Competencies	<ul style="list-style-type: none">• Good interpersonal skills• Team player and self motivated• Flexible and a good planner• Able to work under pressure• Disciplined & Organized
Tertiary Courses Completed	National Diploma: Business Analysis - UNISA <ul style="list-style-type: none">• Information Systems III (Project Management),• Business Analysis III,• Development Software II (Cobol, Oracle, VB.Net),• Communication,• Management Accounting.
National Certificates	<ul style="list-style-type: none">• Information Technology - TECHNIKON SA• Architectural Draughting - BOSTON COLLEGE
Short Courses Completed	<ul style="list-style-type: none">• SAMTRAC - NOSA• Road Traffic Management - SA Road Federation• OHSAS 18001 - Implementation - NOSA• R-CAT (Root Cause Analysis) - IRCA• Hazard Identification & Risk Assessment - NOSA• Legal Liability - IRCA• SHE Inspections - NOSA• Grievance & Disciplinary Procedure - Group Five• Road Safety for Construction Work - Tjeko• Legal Compliance & Draft National OHS Bill - Implex• Basic Fire Fighting - EMFT• First Aid -EMFT• HIV/AIDS Peer Educator Training - Care Works
Secondary Education	LUCKHÖFF HIGH - Stellenbosch <ul style="list-style-type: none">• Subjects: Mathematics, Physical Science, Biology, Geography, English, Afrikaans
	2015 - 2016 SAFETY CONSULTANT

<p>Work Experience</p>	<p>GROUP FIVE CIVIL ENGINEERING, NIPP TERMINAL 2 TRANSNET (HEIDELBERG) : 2014 - 2015 KIBALI GOLD MINE PROJECTS (DRC) : 2012 - 2014 SPRING GROVE DAM (MOOI RIVER) : 2011 - 2012</p> <p>2011 - 2015 SITE SAFETY / SHEQ MANAGER</p> <ul style="list-style-type: none"> • Project start up and system implementation • Implement and maintain administration systems, processes and procedures to support Group safety, environmental and quality strategies • Ensure all systems, processes and procedures meet Group's administration standards • Ensure required standard documentation is made available to all line managers • Ensure the security of all data and document management, including internal audit schedules and reports • Conduct monthly compliance audits and compile accurate SHEQ reports for the project management • Accurately communicate audit findings to site management and site agents • Report all internal and external customer concerns and complaints to management during Management Review meetings
	<p>GROUP FIVE CIVIL ENGINEERING SIYAVAYA GFIP Package E 2008 - 2011 SITE SAFETY MANAGER</p> <ul style="list-style-type: none"> • Obtained company ISO 18001 re-certification • Develop a project specific safety system from a company generic framework • Implement & maintain the project safety system by means of four safety officers and six traffic safety officers (TSO). • Develop and implement a traffic accommodation module as a pilot project for Group Five on GFIP Package E • Elected as part of a task group to upgrade the Group safety system for implementation in 2011 • Manage the safety department on site: <ul style="list-style-type: none"> • Proactively ensure that the contract adhere to all legal requirements • Ensure effective and efficient administration of the safety system • Conduct audits to create a culture of continual improvement • Play and active role in management and client meetings • Fatal and serious incident investigating • Coordinating of safety officers & TSO's • Manage the Health & Safety Risk of employees • Career development of all staff • Compile monthly statistics • Write monthly reports and communicate it to the Executive Committee
	<p>SUPERWAY CONSTRUCTION (PTY) LTD, PRETORIA 2006-2008 REGIONAL SAFETY OFFICER</p> <ul style="list-style-type: none"> • Implement and promote compliance and ensure adherence to OHS Act as well as Related Legislations • Ensure implementation and compliance of company Safety Management System <ul style="list-style-type: none"> • Internal Health & Safety Auditing • Develop Safe Working Procedures • Conduct Risk Assessments • Identify and arrange Safety and Skills training • Training of staff and sub-contractors on company Safety Management System • Incident / Accident Investigating and reporting (COID) • Co-ordinate Medical Screening • Employ Environmental Management Plan (EMP) compliance and restoration of areas affected by construction work.

	<p>SUPERWAY CONSTRUCTION (PTY) LTD, CAPE TOWN 2003 - 2005</p> <p>REGIONAL SAFETY OFFICER</p> <ul style="list-style-type: none"> • Ensure the implementation of the Company Health and Safety system. • Ensure sub-contractors comply with the health and safety specifications. • Ensure training needs are identified and implemented. • Do induction training. • Accidents / Incident recording, reporting and investigating. • Ensure Safety Meetings are held regularly and the results recorded. • Ensure Health and Safety Representatives conduct monthly inspections.
	<p>SPOTCO LOGISTICS (PTY) LTD, CAPE TOWN 1997-2002</p> <p>BRANCH MANAGER</p> <ul style="list-style-type: none"> • Management of operations, staff, warehouse. • Financial functions - Budgets, Forecasts, Accounting. • Marketing, Sales, Customer relations ensuring a high client retention rate.
	<p>DEPARTMENT OF EDUCATION, DURBAN 1986 - 1996</p> <p>SUPPLY CHAIN OFFICER</p> <ul style="list-style-type: none"> • Procurement • Tenders • Loss Control
<p>References</p>	<p>Mr. D Groenewald Senior Quantity Surveyor, GROUP FIVE CIVIL ENGINEERING Cell + 27 82 923 5558</p> <p>Mr. T. Pitsze Cell +27 82 884 4529</p> <p>Mr. L. Stander Senior Safety Manager Tel +27 10 060 1555 Cell +27 82 809 5004</p> <p>Mrs. J. Witfield Senior Environmental Manager, GROUP FIVE CIVIL ENGINEERING Tel +27 10 060 1555 Cell +27 82 976 3551</p> <p>Miss. N. Ebersohn Quality Manager Cell +27 71 600 9601</p>



NOSA
★★★★★



This is to certify that

L M THYS

ID Number

630604 5149 080

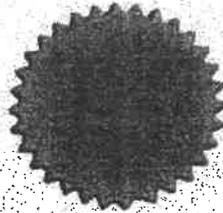
has met the requirements for

**HAZARD ID AND RISK ASSESSMENT
TRAINING COURSE**

Training period

04/10/2007 - 05/10/2007

J. R. ...
Manager



0541773

CHICR



NOSA
★★★★★



This is to certify that

L M THYS

ID Number

630604 5149 080

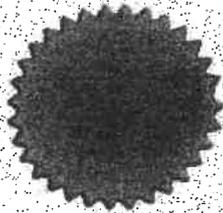
has met the requirements for

BASIC SHE INSPECTIONS TRAINING COURSE

Training period

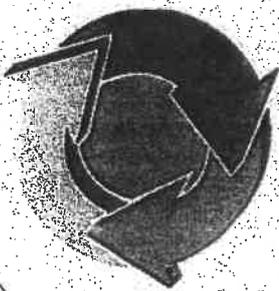
22/10/2007 - 23/10/2007

Dave
Manager



0541534

CHICR



EMFET

TRAINING

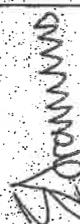


HWSETA HW602PAG
5000 103

This certifies that the candidate
successfully completed a course in:

BASIC FIRE FIGHTING

In accordance with the Environmental and Construction Regulations of the
Occupational Health and Safety Act, 86 of 1983

Name:	Thys. L.M.	
I.D. No.:	6306045149080	General Manager
Date:	31/03/2009	
Exp. Date:	28/03/2010	
Cert. No.:	B 6013	
Issued At:		
		Training Manager

Certificate issued without alterations

HWSETA HW602PAG 5000 103

South African Road Federation

This is to certify that

LESTER MARTIN THYS

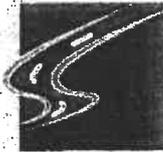
IDENTITY No. 630604 5149 080

has successfully attended the course on

ROADWORKS TRAFFIC MANAGEMENT

CPD VALIDATION NUMBER - SAICR/08/003992/11 - 2 Credits

held in Gauteng
14 - 15 May 2009

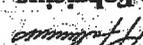




Paul Nordengen
President

South African Road Federation

Andre Fabricius
Presenter





NOSA
☆☆☆☆☆



This is to certify that

L M THYS

ID Number

630604 5149 080

has met the requirements for

INTRODUCTION TO SAMTRAC COURSE

Training period

2009/07/15 - 2009/07/17

[Signature]
Manager



564082

CAC19



Inspectors
Observers
Proactive equipment
Planned person control
Enforcement
Inspection, investigations & reports
Offices, products & liability concerns

11 August 2009

Public engagement
Training
Task analysis
Occupational health
Incident management (contractors)
Engineering management
Emergency response
Incident management
Supervision

Responsible parties of employees
Health & safety management
Systems
Structure &
Responsibilities (appointments)
Health & safety representatives
& committees

LEGAL LIABILITY FOR EXECUTIVES COURSE
Occupational Health and Safety act, 85 of 1993 ("OHSA")
Accreditation No: HW527PA03000122
NOP Credits 4 & NQR Level 4

successfully completed the

ID No: 630604 5149 080

L.M. THYS

This is to certify that

CERTIFICATE



[Signature]
Course Leader

[Signature]
Managing Director

Certificate No: V0712/2009

NOSA
★★★★★

Certificate

This is to certify that

L THYS

ID Number

690604 5149 080

has met the requirements for

SAMTRAC

Training Period

17/08/2009 - 28/08/2009

[Signature]
Manager



SAQA



Certificate No. 00469



ROOT CAUSE ANALYSIS TECHNIQUE (RCAT™) COURSE

successfully completed the

ID No. 6306045149080

Lester Thys

This is to certify that

CERTIFICATE



Course Leader

[Signature]

2009 \ 1078 \ 432

Certificate No

Group CSO

[Signature]

From: September 21, 2009

To: September 23, 2009



This is to certify that

LM THYS

ID Number

630604 5149 080

has attended the following course

**OHSAS 18001 Implementation
Training Course**

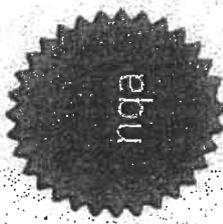
Training period

2-3 November 2009

Facilitator: TN Lemmer

Facilitator Registration Number: E053 (S/SAITCA)

On behalf of NQA AFRICA



Contract No.	Contract Name	Contract Value	Position
1	2014-2015	2014-2015	2014-2015
2	2014-2015	2014-2015	2014-2015
3	2014-2015	2014-2015	2014-2015
4	2014-2015	2014-2015	2014-2015
5	2014-2015	2014-2015	2014-2015
6	2014-2015	2014-2015	2014-2015
7	2014-2015	2014-2015	2014-2015
8	2014-2015	2014-2015	2014-2015
9	2014-2015	2014-2015	2014-2015
10	2014-2015	2014-2015	2014-2015
11	2014-2015	2014-2015	2014-2015
12	2014-2015	2014-2015	2014-2015
13	2014-2015	2014-2015	2014-2015
14	2014-2015	2014-2015	2014-2015
15	2014-2015	2014-2015	2014-2015
16	2014-2015	2014-2015	2014-2015
17	2014-2015	2014-2015	2014-2015
18	2014-2015	2014-2015	2014-2015
19	2014-2015	2014-2015	2014-2015
20	2014-2015	2014-2015	2014-2015
21	2014-2015	2014-2015	2014-2015
22	2014-2015	2014-2015	2014-2015
23	2014-2015	2014-2015	2014-2015
24	2014-2015	2014-2015	2014-2015
25	2014-2015	2014-2015	2014-2015
26	2014-2015	2014-2015	2014-2015
27	2014-2015	2014-2015	2014-2015
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98	2014-2015	2014-2015	2014-2015
99	2014-2015	2014-2015	2014-2015
100	2014-2015	2014-2015	2014-2015

Item No.	Description	Contract No.	Contract Value	Contract Start	Contract End	Contract Status	Contract Location
1	FOURWAYS	JVA	R 1,300,000	02/20/2018	02/20/2018	NSO	INTERSECTION BRUNNEN UNIVERSITY ST & BRUNNEN AVENUE - FORMERLY SRT 4-19
2	FARLANDS	JVA	R 88,000	02/20/2018	02/20/2018	NSO	STORMWATER DRAINAGE ON WILSON STREET
3	GRANDHALL PARK	JVA	R 80,000	02/20/2018	02/20/2018	NSO	EMERGENCY STORMWATER INTERVENTION - HANSTON AVE
4	PARADISE	JVA	R 282,000	02/20/2018	02/20/2018	NSO	CONSTRUCTION OF DRAINAGE - JONES AVE
5	MOY PARK	JVA	R 900,000	02/20/2018	02/20/2018	NSO	UPGRADE OF GUTTER HOLES TO BRANCHED HOLES
6	CHANGE FARM	JANNA	R 2,500,000	02/20/2018	02/20/2018	NSO	PERFORM FACILITIES ALONG PETERSONS & CHANGE FARM
7	LYNWOOD ROAD	City of Twinna	R 1,000,000	02/11/2018	02/11/2018	NSO	CONSTRUCTION OF STORMWATER SYSTEMS & RELATED WORK
8	WALDEN	City of Twinna	R 1,000,000			NSO	
9	SMITH VERMONTEN ROAD	City of Twinna	R 1,200,000			NSO	OF INTERNAL ROADS & STORMWATER SYSTEMS & RELATED WORK
10	WILSON	City of Twinna	R 700,000			NSO	REPLACEMENT OF BLOCK AND CONCRETE OF BLOCK PAVING
11	WATERGATE	City of Twinna	R 450,000			NSO	
12	SERVA & TIGONDO STREET	City of Twinna	R 870,000			NSO	

CURRICULUM VITAE

OF

BASIL CEDRIC LEONARD

Prof Basil Cedric Leonard



Personality

I am married to Alexandra and our family home is in Kullis River, Western Cape. We have two daughters – Liesl and Michelle. Our daughters have blessed us with 3 grandsons – Christian, Aiden and Reece.

Employment History

G and D Training City of Cape Town	Consultant: Leadership and EQ Programme Manager: Special Projects Manager: Cluster Coordination	Since 01 09 2017 01 01 17 to 31 08 17 01 12 14 to 31 12 16
Univ of Stellenbosch: Business School	Head: Centre for Leadership Studies	01 04 12 to 31 12 14
Univ of Stellenbosch: Executive Development	Academic Head	01 01 06 to 31 03 12
Also held leadership and management positions at Sanlam, MediClinic and UWC		

Academically-Developmentally

- BComm (Accounting), Master of Divinity, DTh and MPhil (Futures Studies) (Cum Laude)
- Part-time faculty of the University of Stellenbosch Business School in the areas of Leadership and Emotional Intelligence. Awarded Emeritus status at the Business School in 2016.

Organizations/Companies Influenced

United Nations (UN); UNFPA; Public Sector (SA – DST, Department of Agriculture, Forestry and Fisheries, Parliament, City of Cape Town), Botswana (Unified Revenue Services) and (Namibia – Ministry of Justice); Private Sector (Apollo-Dunlop, Novus Group, Anglo, Oceana, Telkom, Bridgestone, Metropolitan, Sanlam, USB, USB-ED, Cipla Medpro, AbaGold, BCX, BKB, Public Schools and Colleges, Churches, Black Chartered Accountants). And many others.

Facilitation Areas

Leadership (Introduction, Vision, Paradigms), Emotional Intelligence, Emotional Capitalisation, Personal Mastery, Personal Branding, Personal and Organisational Effectiveness, Team Building, Personal Money Management, Time and Priority Management, Communication, Change Management

Workshops in the above and many other areas have been developed in two-hour sessions from morning and one-day to five-days.

March 2018

PERSONAL INFORMATION

Name: Gregory
 Surname: Johannes
 I.D.: 5711055140088
 Drivers Licence: Yes (Code 08)
 Nationality: South African
 Languages: English & Afrikaans (Fluent)
 Health: Excellent

BIOGRAPHICAL INFORMATION

Home Address: 10 Saasveld Road
 Mabilie Park
 Kuisriver
 7580
 Telephone Number: 021 903 6805
 Cell Number: 082 477 8908

FURTHER EDUCATION AND TRAINING

Last school attended: Eliesriver High School (1971-1976)
 In-service training: Arende's Catering Company (1976-1979)
 Cape and Transvaal Printers (1980-1985)
 -Lithomachine Operator
 -Photomechanics
 -Photolithographer
 -Platemaker
 -Health & Safety Certificate

CURRICULUM VITAE

OF

GREGORY JOHANNES

General Chef
 Train the Trainer
 Chef Assessor NQF Level 5
 In-Chef Training

Industries Education and Training (1999-2000)
 Industries Education and Training
 Unit Standard – 7978 ETDP Seta (2004)
 (2000-2001)

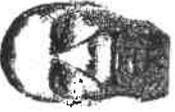
WORK EXPERIENCE

1. Salesman
 Modrags Boutique (1976-1980)
2. Photolithographer
 Cape and Transvaal Printers
 (1981-1998)
3. Supervisor
 (1976-1979)
4. General Chef Trainer
 Industries Education and Training (1998-2005)
5. Café Manager
 Drakensberg Lion Shop (1999-2002)
6. Catering
 Government Departments (1987-2015)
 Private Functions (1987-2015)
7. Guesthouse Manager
 G&D Guesthouse (1999- Currently)
8. Director
 G&D Guesthouse and Training (2005-Currently)

This is a certified copy of the original document
 without alteration, as seen by me.
 Signed: *[Signature]*
 AMERON DANIEL McLEAN
 Commissioner of Oaths
 Blue Downs, Goodwood
 Ref: 01/8/2 Goodwood Date 5 July 2018

REPUBLIC OF SOUTH AFRICA
 NATIONAL IDENTITY CARD

Surname: JOHANNES
 Names: GREGORY
 Sex: M
 Nationality: RSA
 Identity Number: 5711055140088
 Date of Birth: 06 NOV 1957
 Country of Birth: RSA
 Status: CITIZEN



Signature: *[Signature]*



Conditions:
 This card has been issued by the
 Department of Home Affairs in terms of the
 Identification Act, Act 68 of 1987
 If found please return to the Department of Home Affairs
 for validity or replacement. Prepaid Card No: 109346385

Date of Issue:
 06 DEC 2018



109346385



Date: 06-September-2014

Applicant: Gregory Johannes

Organisation: South Caps College

Contact Details: Assessor: gd_guest@mweb.co.za
Organisation:

Assessor Registration No: 613/AA/001418/2007

Identity Number: 5711055140088

Dear Gregory Johannes

ASSESSOR REGISTRATION

In terms of the SAQA regulations 9.1 (e), Cathsseta ETOA hereby confirms your registration as an Assessor for the nationally registered unit standards below.

Qualifications

Name of Qualification	Qualification Code	NQF Level
National Certificate: Professional Cookery	14111	

Unit Standards

Unit Standard	Unit Standard Code	NQF Level
Handle and store cleaning equipment and materials	7608	2
Handle and dispose of waste	7612	2
Maintain hygiene in food preparation, cooking and storage	7637	3
Prepare fruit for hot and cold dishes	7659	2
Prepare vegetables for hot and cold dishes	7660	2
Prepare cold and hot sandwiches and rolls	7661	2
Prepare and grill food	7665	2
Prepare, cook and assemble food for quick service	7677	2
Prepare and cook battered fish and chipped potatoes	7678	2
Prepare, assemble and cook pizza products	7679	3

Prepare, cook and assemble hot filled baked potatoes	7699	2
Provide Customer Information and Book External Services	7703	3
Handle and maintain knives	7705	2
Clean cutting equipment	7707	2
Deal with the Arrival of Customers	7710	3
Handle and maintain utensils and equipment	7717	2
Prepare and cook basic meat, poultry, game or offal dishes	7728	4
Prepare and clear areas for counter service	7732	2
Prepare and clear areas for take-away service	7733	2
Clean and store glassware	7735	2
Prepare and clear areas for room service	7737	2
Clean and restock drinks machines/equipment	7738	2
Prepare, service and clear function rooms	7739	2
Prepare and clear areas for table service	7740	3
Prepare, cook and present coated chicken	7741	3
Provide a table service	7742	3
Accept and store food deliveries	7743	4
Provide a table drink service	7744	3
Provide a catering/buffet service	7745	3
Provide a silver service	7747	4
Handle and store food	7748	2
Clean food production areas and equipment	7749	2
Serve bottled wine	7750	3
Clean and store crockery and cutlery	7751	2
Prepare and serve cocktails	7753	4
Prepare and cook basic fish dishes	7754	3
Prepare and cook basic cold and hot desserts	7755	4
Prepare kegs and gas cylinders for use	7756	3
Prepare and cook basic sauces and soups	7757	3
Maintain cellars/beverage store room	7758	3
Prepare and cook basic pulse dishes	7759	2
Provide a drink service for licensed premises	7760	3
Prepare and cook basic rice dishes	7762	2
Provide a room service	7765	3
Prepare and cook basic dough products	7766	3
Prepare and cook basic pastry dishes	7768	3

Call Centre: 0860-100-271
Telephone: 011-217-0600
Fac: 011-783-7745

Postal Address
P.O. Box 1329
Rhodesia 2128
South Africa

Street Address
3rd Floor, Block E
Sandhurst Office Park
Cnr Rhodes Road & Katherina Street
Sandton
2146

Call Centre: 0860-100-271
Telephone: 011-217-0600
Fac: 011-783-7745

Postal Address
P.O. Box 1329
Rhodesia 2128
South Africa

Street Address
3rd Floor, Block E
Sandhurst Office Park
Cnr Rhodes Road & Katherina Street
Sandton
2146

Prepare, bake and decorate basic cakes and biscuits	7772	3
Provide Customer Service	7789	4
Process incoming and outgoing telephone calls	7790	3
Display cultural awareness in dealing with customers and colleagues	7791	4
Maintain data in a computer system	7792	2
Describe layout, services and facilities of the organisation	7793	2
Communicate verbally	7794	3
Maintain a secure working environment	7796	3
Maintain a safe working environment	7799	2
Maintain health, hygiene and a professional appearance	7800	1
Describe the sectors of the Hospitality, Travel and Tourism Industries	7801	2
Prepare and cook basic egg dishes	7802	2
Prepare and cook basic pasta dishes	7805	2
Prepare and present food for cold presentation	7806	3
Prepare and cook basic shellfish dishes	7807	2
Prepare and cook vegetables for basic hot and cold dishes	7808	2
Prepare and cook starch	7810	2
Prepare and cook basic vegetable protein dishes	7811	2
Perform basic calculations	7812	2
Identify work opportunities	7813	2
Apply for a job or work experience placement	7815	3
Clean food production areas, equipment and utensils	7816	2
Cook-chill foods	7817	3
Conduct on-the-job coaching	7818	5
Cook-freeze foods	7819	3
Operate a payment point and process payments	7820	3
Develop self within the job role	7821	4
Prepare written communications	7822	4
Provide cook-freeze or cook-chill food service to clients	7823	3
Source information about self-employment opportunities	7827	4
Handle and record refunds	7829	3
Monitor customer satisfaction	7836	4
Maintain the receipt, storage and issue of goods	7839	4
Plan staff training and development in own area of responsibility	7841	4
Prepare, cook and finish fresh pasta dishes	7842	3

Call Centre: 0860-100-271
 Telephone: 011-317-0600
 Fax: 011-783-7745

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 Rivonia 2128
 South Africa

Street Address
 2nd Floor, Block E
 Sunward Office Park
 Cnr Rivonia Road & Kimberline Street
 Sandton
 2146

Maintain food production operations	7843	5
Maintain the cleaning programme for kitchen areas and equipment	7845	5
Maintain the cleaning programme for own area of responsibility	7846	4
Maintain and promote food hygiene in the kitchen	7847	5
Develop and implement new recipes and menus	7850	5
Maintain food production quality control systems, procedures and specifications	7851	5 /
Provide First Aid	7854	4 *
Maintain supply levels	7858	6
Improve service to customers	7865	5
Manage one's own development	7873	4
Introduce South Africa to tourists	8480	4
Contribute to sustainable tourism in South Africa	8490	4
Deal with customers	14734	5
Handle and store food	14764	3
Maintain effective working relationships with other members of staff	11235	3
Prepare and cook basic fruit dishes	7809	2
Relate diversity to customer service	280178	4

Skills Programmes

Skills Programme	Skills Programme Cod	NQF Level
Assistant Chef	HSP/AssChf/2/0022	2
Cook-Fast Foods	HSP/CkFst/2/0020	2
Kitchen Cleaner	HSP/KchCln/2/0021	2
Food Service Assistant	HSP/FdSrvA/2/0023	2
Drink Service Assistant	HSP/DsSrvA/2/0024	2
Bar Attendant	HSP/BarAtt/2/0027	2
Table Attendant	HSP/TblAtt/2/0025	2
Customer Service Programme	CUST/ServProgr/4/009	4
Customer Service Programme	CUST/ServProgr/5/009	5

Call Centre: 0860-100-271
 Telephone: 011-317-0600
 Fax: 011-783-7745

Postal Address
 P.O. Box 1329
 Rivonia 2128
 South Africa

Street Address
 2nd Floor, Block E
 Sunward Office Park
 Cnr Rivonia Road & Kimberline Street
 Sandton
 2146

Postal Address:
P.O. Box 3329, Rivonia,
2128, South Africa.
Physical Address:
03 Morkover Avenue,
Kilimory, Johannesburg,
2193.
Contact:
Cell/WhatsApp: 0840 499 224
Telephone: 011 217 0600
Fax: 011 283 7745



Date: 14/10/2020
Applicant: Gregory Johannes
Contact Details Moderator: gd_guest@mweb.co.za
Moderator Registration No: 613/M/000304/2009
Identity Number: 5711055140088
Passport Number:

Dear Gregory Johannes

MODERATOR REGISTRATION

In terms of the ETQA regulations, Cathsseta ETQA hereby confirms your moderator registration application as a moderator.

Please be advised of the following conditions:

1. Valid Registration as a Cathsseta Moderator is from 14/10/2020 to 14/10/2023, or until the expiry date of the Qualifications and Unit Standards.
2. Request for extension of assessment scope or registration period must be submitted to Cathsseta ETQA for consideration.

The details contained in this notification are according to the current specification on the Cathsseta database.

Kind Regards

ETQA Manager

Tel: 011 217 0600

Dimpho@Cathsseta.org.za

Please be advised of the following conditions:

1. Valid Registration as a Cathsseta Assessor is from 5 September 2007 to 6 September 2017, or until the expiry date
2. of the Qualifications and Unit Standards.
Request for extension of assessment scope or registration period must be submitted to Cathsseta ETQA for consideration.

The details contained in this notification are according to the current specification on the Cathsseta database.

Kind Regards

ETQA Manager

Tel: 011 217 0600

ebrahim@Cathsseta.org.za

Call Centre : 0860-100-221
Telephone : 011-217-0600
Fax : 011-283-7745

Postal Address
P.O. Box 1329
Rivonia 2128
South Africa

Street Address
3rd Floor, Block E
Sandhurst Office Park
Cnr Mookoos Road & Betherme Street
Sandhurst
2146



Education, Training and Development
Practise Sector
Education and Training Authority
www.etdpseta.org.za

Private Bag X105, Melville, 2109
(011) 628-6000
(011) 482-6419

Iuscary Utice Park
Coombe Place
Rivonia, 2128

Rivonia, 2128
Tel: (011) 807 5621
Fax: (011) 807 7490

ETDP-SETA

SOR Number : 22885

Learner Name : Johannes Gregory

Learner ID : 5711055140086

Miscellaneous Unit Standards

US Code	US Title	Credits	Endorsement Number	Assessment Date
115759	Conduct moderation of outcomes-based assessments	10	US-11448	18 Feb 2008

Education, Training and Development Practices • Sector Education Training Authority
Statement Of Result

Statement Number
PRV4-LJ52428-SI509

Learner Details

Name: Johannes, Gregory
National ID Number: 671105-5140-08-8
Learner Number: 53426

Provider Detail.

Name: Competency International SA (Pty) Ltd

Phone Number: 27217011747
Fax Number: 27217011747

Physical Address: 32 Showe Crescent
Silvertree Estate
Total

7845

Postal Address PO Box 615
Constatula

Assessor Details

Name: Uptam, Pamela
Assessor Number: 3063
Registration: ETDPS981AF000093

7848

Unit Standard Details

Unit Standard: 7075
Programme Name: Plan and conduct assessment of learning outcomes
Description:
Level: 5
Credit Value: 15

Achievement

Status: Achieved
Achievement Date: 12 February 2004
Endorsement Number: 21026
Endorsement Date: 23 June 2004

Valentia Mashigo
Valentia Mashigo
ETQA Manager
ETDP SETA

Report Date : 2009/02/20

Albert Mathebula

Albert Mathebula
Acting Divisional Manager - ETDQA



Accreditation Number: EIDP10049
Registration Number: 1999/041314/23
Contact Number: 083 629 7804

CERTIFICATE OF COMPETENCE

This is to certify that

Gregory Johannes

Identity Number

571105 5140 088

Has demonstrated competence against the unit standard:

Conduct Moderation of Outcomes-based Assessment

(1) Credits on NQF Level 6 (US ID No. 115759)

on

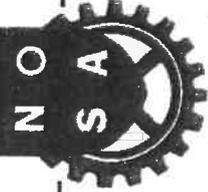
18th February 2009

Gregory
Executive Member

20.02.2009
Date



SDA Certificate No: 217/073/09
EIDQA Endorsement Number: US: 1448
SOR Number: 22985



This is to certify that

G. JOHANNES

ID Number

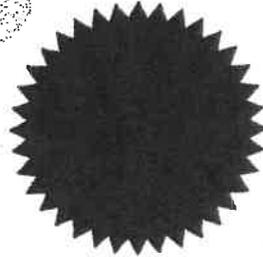
571105 5140 088

has fulfilled all the requirements of
competency for

**HEALTH AND SAFETY REPRESENTATIVE
TRAINING COURSE**

Training period

19 AUGUST 1996



67505

W. Korte

Manager



certificate

C E R T I F I C A T E

Greg Johannes

successfully completed the
Tiscover start up Seminar for
Tourism Service Providers

on

5 April 2004

The following key areas have been completed

- ◆ Short introduction to the use of various Tiscover Extranet Modules
- ◆ Basic data management with the Extranet module "Data Management"
- ◆ Short introduction to image management with the Tiscover Picture Explorer
- ◆ Creation and Maintenance of the Tiscover basic data
- ◆ Detailed creation and management of Tiscover basic services (rooms, suites, Holiday Apartments, Holiday Homes) and how to make these services bookable online.
- ◆ Tips for the continuing and successful management of bookable offers.



Tiscover Trainer

Tiscover Academy

tiscOVER

Curriculum Vitae Of Delphine Johannes

CURRICULUM VITAE OF DELPHINE JOHANNES

Biographical Details

Name: Delphine

Surname: Johannes

Contact numbers: (021) 903 6805

Email address: delphine.johannes@live.com

Academic Qualifications

1977: Matriculated at Noorder-Paarl Sec. School

1980: Primary teachers Diploma: Bellville College

Subjects: Geography, History, Afrikaans

1987: B.A.: University of the Western Cape

Majors: History, Afrikaans

1990: B.Ed.: University of Western Cape

Modules: Curriculum & Society A/B/C

Education Psychology A&B

Philosophy of Education A/B/C

Research Methods

Adult Continued Education

1994: M.Ed. University of Stellenbosch, Modules:

Curriculum skills, Leadership & Tuition,

Education Development, Environmental Studies,

Entrepreneurial development Peace Education

1996: Thesis: "A Curriculum Model for Teacher Training With Regards To Peace Education"

Articles: Published in South African Journal of Education 1996

Research proposal for Doctorate: Peace Education

With Reference to the new National Qualification Frame Work

1998 - 2000: Thesis: "Critical elements In the training of teachers In

Peace Education within the context of Outcome Based Education."

Ph.D.: Curriculum Studies - University of Stellenbosch

Articles: Published in South African journal of Education - 2002 - vol. 22(3) 162
169

2007: Assessor Level 5 Unit Standard: 115 5753

2008: Moderator level 6 Unit Standard: 115 759

2009: Assessor Level 5 Unit Standard: 115 5753

2010: Moderator level 6 Unit Standard: 115 759

2011: International Cambridge GCSE Teachers Certificate

2013: International Cambridge AS/A Level History Certificate

Other relevant experience

Computer Skills: Microsoft Office, Internet

Achievements

1998: Harold Crossley Grant and Fellowship: Research at The University of Utrecht.

Employment History

1980 -1998: Portland Secondary School

Head of Department - Geography

Grade 8 - 12 Geography; History; Business Economics

Other duties: timetable; examinations officer; grade head

1999 – 2000: Full time Student – University of Stellenbosch

2000 – 2005: (Part time): Assist with marking in the team of

Prof. Arend Carl (Curriculum studies) University of Stellenbosch

With B. Ed and M.Ed. learning students

2001 – 2005: Oostenberg Tourism/ City of Cape Town

Tourism Office Manager:

Tourism Development.

Facilitation of Community skills training

Establishing partnership between existing

Business & new products

Environmental Project Management

Tourism Helpdesk (Technical advice & Mentorship)

Entrepreneurial development

Marketing functions

Financial Management

Development, budgeting and monitoring of

Work plans

Management and capacity building of staff

2005 – 2009: G&D Guesthouse and training

Manager and Programme developer:

Responsible for the development of all curricula

Registration of the Training Centre with South African

Qualification Framework - Accredited Training Centre with Seta

Community and Social Training

Development Abet Skills programme

Moderator / Assessor / Facilitator

Assessment instrument designer

Environmental Project Management

2008: Cape Town University of Technology

Lecturer (Part time and Full-time students)

Human Resource Management – Personnel Management

2008 – 2010: Cape Town University of Technology

Lecturer (Part time and full-time students)

Human Resource Management – Industrial Relations

2011 – 2018: Macau Anglican College – China

Curriculum Manager (Pearson & Cambridge systems)

Teacher Cambridge University - IGCSE;

IGCSE; AS and A Levels History; Civic Education

OBEGISTREERDE WOON- EN POSADRESSE

1. Bepaal die tydige woon- en posadres van u woon- en posadres in hierdie tabel.

2. Indien u verhuur, verhuurder, hiel of (indien besonderhede van u huurag oëns, byvoorbeeld, nommer, ens, verander, wat deel die vorm KENNISGEWING VAN ADRESVERANDERING, wat in die spreektaal in die verhuurag dokumente, gebruik word om die verandering aan te dui, en moet dit ingedien word by of gesoek word aan die raadsman of verhuurder van die DEPARTMENT VAN BINNELANDSE SAKE.

REGISTERED RESIDENTIAL AND POSTAL ADDRESS

1. Please fill in your REGISTERED RESIDENTIAL AND POSTAL ADDRESS in this table.

2. If you have changed your address, or if particulars of your present address (e.g. name, street and postal number, etc.) have been changed, the NOTICE OF CHANGE OF ADDRESS form in the pocket at the back of the identity document must be used to report the change and a receipt for the notice, if it or copies to the nearest regional office of the DEPARTMENT OF HOME AFFAIRS.

I.D. No. 600404 0112 08 4



S.A. BURGERS S.A. CITIZEN



VANNAAMEN

JOHANNES

VOORNAAMEN/FORENAMES

DELPHINE

GEBORTE/STRIK OF LAND/
DISTRICT OF COUNTRY OF BIRTH

SUID-AFRIKA

DATE OF BIRTH

1960-04-04



DATUM UITGEREIK/
DATE ISSUED

2003-02-26

REKONSTRUKSIE NO. OF ID CARD AND ID NUMBER/RECONSTRUCTION NO. OF ID CARD AND ID NUMBER

ISSUED BY AUTHORITY OF THE DEPARTMENT OF HOME AFFAIRS

This is a certified copy of the original document without alteration, as seen by me.

Signed: *[Signature]*

Date: *27/7/18*

AMERZON DANIEL McLEAN

Commissioner of Oaths

Blue Downs, Goodwood

Ref. 9/18/2 Goodwood Date 5 July 2018



Date: 03-March-2016
 Applicant: Delphine Johannes
 Organisation: G&D Guesthouse and Training
 Contact Details: Assessor: gd_guest@mweb.co.za
 Organisation: 613/A/001699/2008
 Assessor Registration No: 600-4040112084
 Identity Number:
 Dear Delphine Johannes

ASSESSOR REGISTRATION

In terms of the SACA regulations 9.1 (e), Cathseta ETQA hereby confirms your registration as an Assessor for the nationally registered unit standards below.

Unit Standard	Unit Standard Code	NQF Level
Clean floors and floor coverings	7606	2
Maintain hygiene in food preparation, cooking and storage	7637	3
Provide Customer Information and Book External Services	7703	3
Deal with the Arrival of Customers	7710	3
Prepare and clear areas for table service	7740	3
Provide a table service	7742	3
Handle and store food	7748	2
Provide Customer Service	7789	4
Process incoming and outgoing telephone calls	7790	3
Describe layout, services and facilities of the organisation	7793	2
Communicate verbally	7794	3
Maintain a secure working environment	7796	3
Maintain a safe working environment	7798	2
Maintain health, hygiene and a professional appearance	7800	1
Perform basic calculations	7812	2

Call Centre: 0860-100-221
 Telephone: 011-217-0600
 Fax: 011-783-7745
 Postal Address: P.O. Box 1329, Rivonia 2128, South Africa
 Street Address: 3rd Floor, Block E, Sandhurst Office Park, Cur Rhonah Road & Katherine Street, Sandton, 2146

Call Centre: 0860-100-221
 Telephone: 011-217-0600
 Fax: 011-783-7745
 Postal Address: P.O. Box 1329, Rivonia 2128, South Africa
 Street Address: 3rd Floor, Block E, Sandhurst Office Park, Cur Rhonah Road & Katherine Street, Sandton, 2146

Clean food production areas, equipment and utensils	7816	2
Operate a payment point and process payments	7820	3
Develop self within the job role	7821	4
Monitor customer satisfaction	7836	4
Maintain food production operations	7843	5
Introduce new staff to the workplace	7880	3
Improve service to customers	7885	5
Manage one's own development	7873	4
Introduce South Africa to tourists	8480	4
Contribute to sustainable tourism in South Africa	8480	4
Deal with customers	14734	5
Maintain effective working relationships with other members of staff	11235	3
Relate diversity to customer service	260178	4

Skills Programmes

Skills Programme	Skills Programme Cod	NQF Level
Customer Service Programme	CUST/ServProgr/4/008 5	4
Customer Service Programme	CUST/ServProgr/5/009 5	5

Please be advised of the following conditions:

- Valid Registration as a Cathseta Assessor is from 16 October 2008 to 27 June 2016, or until the expiry date of the Qualifications and Unit Standards.
- Request for extension of assessment scope or registration period must be submitted to Cathseta ETQA for consideration.

The details contained in this notification are according to the current specification on the Cathseta database. Should you not agree to the information, kindly notify Cathseta in writing of the requested action/s for update.

Kind Regards

Ebrahim

ETQA Manager
 Tel: 011 217 0600
 ebrahim@cathseta.org.za

Postal Address:
P.O. Box 1399, Soweto,
2128, South Africa

Physical Address:
11, Mchizama Avenue,
Kloof, Johannesburg,
2193

Contact:
Call Centre: 0860 100 221
Telephone: 011 272 0600
Fax: 011 783 7745



ETDP SETA

Education, Training and
Development Practices Sector
Education and Training Authority
www.etdpseta.org.za

Umoya House 2-6 New Street,
South Marshalltown,
Johannesburg CBD
3 +27(0)11 372 3300

SOR Number: US/1577383/19

Date: 14/10/2020

Applicant: Delphine Johannes

Contact Details Moderator: delphine@gdtraining.co.za

Moderator Registration No: 613/M/000303/2009

Identity Number: 6004040112084

Passport Number:

Dear Delphine Johannes

MODERATOR REGISTRATION

In terms of the ETQA regulations, Cathseta ETQA hereby confirms your moderator registration application as a moderator.

Please be advised of the following conditions:

1. Valid Registration as a Cathseta Moderator is from 14/10/2020 to 14/10/2023, or until the expiry date of the Qualifications and Unit Standards.
2. Request for extension of assessment scope or registration period must be submitted to Cathseta ETQA for consideration.

The details contained in this notification are according to the current specification on the Cathseta database.

Kind Regards

ETQA Manager

Tel: 011 217 0600

Dimpho@Cathseta.org.za

Statement of Results

Learner Name: Delphine Johannes Learner ID Number: 6004040112084

UNIT STANDARD

US Code	Title	Level	Credits	Endorsement No	Assessment Date
115753	Conduct outcomes-based assessment	Level 05	15	US - 114417	27/02/2008
115759	Conduct moderation of outcomes-based assessments	Level 06	10	US - 114418	18/02/2009

Yours faithfully

ETDQA Manager



Accreditation Number: ETDPA10049
 Registration Number: 1999/041314/23
 Contact Tel. Number: 083 629 7894

CERTIFICATE OF COMPETENCE

This is to certify that

Delphine Johannes

Identity Number
 600404 0112 084

Has been assessed and found to be competent against the unit standard:

Conduct outcomes-based assessment

15 Credits on NQF Level 5 (US ID No. 115753)

On

15th February 2008

[Signature]
 I.D. Swanepoel Executive Member

26.09.2008
 Date



SDA Certificate No: 242668408
 ETDQA Endorsement Number: US-5649
 ETDQA SOR Number: 174641



Accreditation Number: ETDPA10049
 Registration Number: 1999/041314/23
 Contact Number: 083 629 7894

CERTIFICATE OF COMPETENCE

This is to certify that

Delphine Johannes

Identity Number
 600404 0112 084

Has demonstrated competence against the unit standard:

Conduct Moderation of Outcomes-based Assessment

10 Credits on NQF Level 6 (US ID No. 115759)

on

18th February 2009

[Signature]
 Executive Member

20.02.2009
 Date



SDA Certificate No: 24707269
 ETDQA Endorsement Number: US-11448
 SOR Number: 174641



Centre No. 99991192
No. 600404012064
RE PUBLIEK VAN SUID AFRIKA
REPUBLIC OF SOUTH AFRICA



ONDERWYS EN KULTUURDIENST
EDUCATION AND CULTURE SERVICE
EX. ADMINISTRASIE NAAR VAN VERTEENWOROERS
EX. ADMINISTRATION HOUSE OF REPRESENTATIVES

Hoër Tweetaligheidstertifikat
vir Onderwysers

Teachers' Higher
Bilingual Certificate

Hiermee word getseël, liseerh dat

This is to certify that

DELPHINE JOHANNES

gebore/born

4 APRIL 1960

aan al die benodigde vereistes
voldoen het van die

has satisfied all the examination
requirements for the

Hoër Tweetaligheidstertifikat vir Onderwysers
Teachers' Higher Bilingual Certificate

Tweetaligheidstertifikasies/Bilingual Endorsement

Afrikaans Hoër Graad
English Higher Grade

Delphine Johannes

Delphine Johannes

Examinasieamptelike
Examinations Officer
10/11/1960

Examinasieamptelike
Examinations Officer

Hierdie sertifikaat word uitgereik sonder enige veranderinge of uitwysings
This Certificate is issued without any erasures or alterations

VR-E 343

REPUBLIC OF SOUTH AFRICA
ADMINISTRASIE VAN KLEURLINGSAKKE
ADMINISTRATION OF COLOURED AFFAIRS



No. 043043

Primêre
Onderwysertertifikat
Primary
Teachers' Diploma

SENIOR PRIME KLASSE

GRAAD / GRADE

TWEEDE

TOEGEKEN AAN / AWARDED TO

DELPHINE ADAMS

GEBORE / BORN

4 APRIL 1960

Delimann

Examinasieamptelike
Examinations Officer

Datum van Eksamen
Date of Examination
DESEMBER 1960

J. J. ...
Direkteur van Onderwys
Director of Education

Hierdie Sertifikaat word uitgereik sonder enige veranderinge of uitwysings
This Certificate is issued without any erasures or alterations



University of the Western Cape



The Degree of

Baccalaureus Artium

was conferred upon

DELPHINE JOHANNES

ON 11 MARCH 1988

Registrar

Vice-Chancellor



University of the Western Cape



The Degree of

Baccalaureus Educationis

was conferred upon

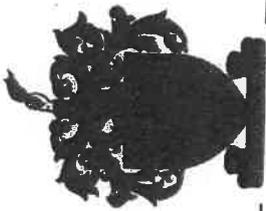
DELPHINE JOHANNES

ON 14 MARCH 1991

Registrar

Vice-Chancellor

0009080



UNIVERSITY OF STELLENBOSCH

This is to certify that whereas

DELPHINE JOHANNES

*complied with all the requirements of
the Act, Statute and Rules of the University,
the degree*

MASTER OF EDUCATION
(MEd)
(Didactics (Curriculum))

*with all the rights and privileges pertaining thereto was conferred on
her at a congregation of the University in March 1999.*

Abraham Wyle

RECTOR AND VICE-CHANCELLOR

Platz

DEAN



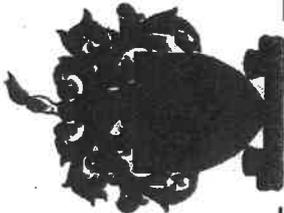
Abraham Wyle

REGISTRAR

4 June 1999

This certificate was issued in both Afrikaans and English.
In the unlikely event of an inconsistency in the wording,
the Afrikaans text shall have precedence.

0024298



UNIVERSITY OF STELLENBOSCH

This is to certify that whereas

DELPHINE JOHANNES

*had complied with all the conditions prescribed
in the Act, Statute and Rules of the University,
the degree*

DOCTOR OF PHILOSOPHY
(PhD)
(Didactics)

on a dissertation entitled

*Kritiese elemente in die opleiding van onderwysers ten opsigte van
Opvoeding vir Vrede*

*with all the rights and privileges pertaining thereto was conferred on
her at a congregation of the University in December 2000.*

Abraham Wyle

RECTOR AND VICE-CHANCELLOR

Platz

DEAN



Abraham Wyle

REGISTRAR

8 December 2000

This certificate was issued in both Afrikaans and English.
In the unlikely event of an inconsistency in the wording,
the Afrikaans text shall have precedence.

Certificate

Delphine Johannes

successfully completed the

**Tiscover Start-up Seminar for
Touring and Regions**

8 March 2004

The following key areas have been completed

- ◆ Short introduction to the use of various Tiscover Extranet Modules
- ◆ Basic data management with the Extranet module „Data Management“
- ◆ Short introduction to image management with the Tiscover Picture Explorer
- ◆ Creation and maintenance of the Tiscover basic data
- ◆ Input and maintenance of Tiscover businesses, events, reports
- ◆ Brief introduction to the „Event Publisher“



Delphine Johannes
Tiscover Teacher

Tiscover Academy

tiscover

Curriculum Vitae of Aden Domingo

CURRICULUM VITAE CURRICULUM VITAE

CAREER OBJECTIVE

To secure the position of Technical Officer in a construction and engineering multi-discipline environment that will challenge my technical ability and managerial skills and use my years of experience to achieve the short and long term Services Delivery objectives.



SURNAME : DOMINGO
NAME : ADEN WARREN
TITLE : MR.
POSTAL ADDRESS : 55 BRAND STREET
BELLVILLE SOUTH
7530
TELEPHONE NUMBER : 074 532 1455 / 076 626 9771 (MOBILE)
021 903 0204 (OFFICE)
EMAIL ADDRESS : aden.domingo@gmail.com
IDENTITY NUMBER : 650 319 5601 080
NATIONALITY : SOUTH AFRICAN
GENDER : MALE (COLOURED)
MARITAL STATUS : MARRIED
LANGUAGES : ENGLISH – GOOD VERBAL AND WRITTEN
AFRIKAANS – GOOD. VERBAL AND WRITTEN
HEALTH : GOOD
DISABILITY : NO
CRIMINAL RECORD : NO
DRIVERS LICENCE : CODE EB – CLEAN-SOUTH AFRICA

- SENIOR CERTIFICATE - GRADE 12

SAO BRAS SENIOR SECONDARY SCHOOL 1982

- CERTIFICATE IN MECHANICAL DRAUGHTING

CAPE DRAUGHTING SCHOOL 1987

- NATIONAL DIPLOMA IN ARCHITECTURE - T3

PENINSULA TECHNIKON 1988

- NATIONAL HIGHER DIPLOMA EDUCATION - TECHNICAL

PENINSULA TECHNIKON 1996



1982

**MOSEL BAY MUNICIPALITY
TRAINEE DRAUGHTSMAN**

Worked directly under various Civil / Building Engineers, Town Planners, etc.
Assisted the Treasury Dept. with data capture and issuing their water and electricity accounts.

1985

**PENINSULA TECHNIKON
STUDENT**

Completed 1st Semester (T1) for the course Diploma of Architecture.

1985 to 1987

**JOUBERT, OWENS AND VAN NIEKERK ARCHITECTS, MOSSEL BAY
JUNIOR DRAUGHTSMAN**

Assisting Architects and Draughtsman with their various tasks. I.e., copies of plans, colouring of plans,
Taking site measurements do runs to municipality, Designing/ drawing of smaller projects. All duties
as per Technikon requirement for my logbook.

1987

CAPE DRAFT TRAINING CENTRE

Completed an intensive 4 month training course in Mechanical Draughting:

- Sheetmetal layout and developments.
- Piping design, manufacturing and installations.
- Structural design.

1987 to 1988

**JOUBERT, OWENS AND VAN NIEKERK ARCHITECTS, MOSSEL BAY
DRAUGHTSMAN**

Relieving Architects / senior draughtsman with smaller projects. Executing various office functions i.e. Administration, product liaison, costing etc. Involvement with new clients i.e., from inception to handover of building. Various architectural activities.

1988

PENINSULA TECHNIKON

Completed 2nd Semester (T2) for the course Diploma of Architecture.

1988 to 1989

**MICHAEL CHAMBERS AND ASSOCIATES, MOSSEL BAY
DRAUGHTSMAN / ARCHITECTURAL TECHNOLOGIST**

- Worked on various projects in Mossel Bay and Jongsfontein.

- i.e. Upgrade of Mossgas Information Centre
- Renovations to Volksskas Bank (Absa)
- Renovations to Standard Bank
- Renovations to Boland Bank (Nedbank)
- New Post Office- Mosselbay
- Renovations to the Rose & Crown Hotel
- Design and construct two -Three storey holiday homes in Jongsfontein.

-Upgrading to the Protea Hotel.

Duties Included: client liaison, site measurement, taking levels, liaison with various municipal Officers, sketch plans, working drawings, contractor/ sub-contractor appointment, site visits, site supervision, certification.

1989 to 1991

**WJM PIPELINES, MOSSGAS ONSHORE PROJECT
QA / PRODUCTION TECHNICIAN, SITE CO-ORDINATOR**

Contract: Installation of Underground Fire-water and potable water line at Mossgas G.T.L. Refinery.
Duties: - Assisting QA Manager and Site Manager with their duties.

- Material handling: Making sure all piping, valves, fittings, welding material have acceptable certification, etc.

- Oversee welders qualification process i.e. do test pieces, NDT code certification of welders, equipment testing / calibration, etc.

- Liaise closely with NDT Inspectors on a daily basis.

- Identify and inspect all welds, i.e. NDT inspection and oversee all welding repairs on non-conformance welds.

- Co-ordinate different production teams to our daily schedule and overall programme.

- Supervision of suppliers and allocate production teams to the pre-fabrication yard. Making up all spool pieces before installation teams take over.

- Inspect all trenches before installation of pipes.

- Oversee complete welding activities, i.e. welders, assistants, boltermakers, fitters, general workers, etc.

- Oversee hand-over and inspection of all completed installations.

- Oversee the complete handling of QA and SHE documentation.

- Provide regular progress reports to senior management and BDL (main contractors) representatives.

- Doing regular field inspections.

- Assisting and monitoring the financial control over the production budget.

- Oversee the complete corrosion protection process, i.e. Wrapping, holiday testing etc.

1992 to 1996
INDWE COMPREHENSIVE SCHOOL, MOSSEL BAY
TECHNICAL TEACHER

Technical Drawings teacher- Grade 8-12.
Head of Sports -Indwe School.
Development Officer for U.S.S.A. - South Western Districts.
Head of fundraising-committee.
Participated in school governing body.
Participated in various community activities.

1996 to 1997
PENINSULA TECHNIKON

Completed the National Higher Diploma: Education - Technical

1997 to 1998
KASSELSVEI COMPREHENSIVE SCHOOL, BELLVILLE SOUTH
TECHNICAL DRAWINGS TEACHER

Grades 10-12
Subject Head for Technical Drawings.
Assisting with day to day extra-mural activities.
Assisting with various sports training and activities.
Formed newly established career guidance committee.
Facilitate and co-ordinate In- service training of Junior Technical drawing Teachers in our schools region.

1998 to 2001
BRYCO METALS, MONTAGU GARDENS
SALES / PRODUCTION MANAGER

Duties included preparation of quotations for Building contractors, etc. on architectural cladding to building exteriors and interiors, which include cutting, CNC-punching, perforation and bending to drawing specs. Liaise with various Engineering entities regarding their Sheetmetal requirements.
All managerial and supervisory functions.
Lists of clients includes: All-options, Artech Engineering, Capdan, Cape Support Systems, CAV, Caterware Connections, Excelsior Flanges, Euroself, Europair, E.T. Systems, Façade Projects, Group Five, Improvail, Kool Aluminium, Mazon, Northern Catering, MacAdams, etc.
Offering of Technical Advice, liaison/expedite production. Do detailed technical/manufacturing Drawings. Do material lists and controlling. Manage and control all invoicing systems, discounts, pricing structures, faulty/reworks and payment terms.

2002 to 2005
JOFFE SHEETMETAL & ENGINEERING WORKS, EPPING
WORKSHOP-MANAGER

Duties included designing and manufacturing / fabrication of sheet metal and piping work, including structural installations.
See projects through from designing stage to final inspection.
All managerial and supervisory functions.
Undertake detailed work planning following the established procedures.
Cost Estimation and tender procedures.
Material ordering and handling.
Client liaison and updating of job schedules.

2005 to 2006
MSP DEVELOPMENTS, BELLVILLE
JUNIOR PROJECT MANAGER

I was responsible for supervising all operational functions during construction.
This included liaising with clients, staff, contractors, municipalities, suppliers, NHBC Inspectors to their respective expertise and the ability to implement National Building Regulations.
Control building services on different sites. Oversee quality of work on sites, contract Administration, clients liaison and ensure that work is completed to schedule. Manage and control budget expenditure on sub-contractors. Deal with enquiries and complaints from the clients. Manage hand-over stages and Retention periods of all clients.
Involvement with single-storey residential developments. Keeping a weekly progress report on Completed work and contractors certification for claims.

2006 to 2009
CHANGING TIDES, MOSSEL BAY
PROJECT MANAGER / SITE MANAGER

Responsible for managing and supervising all operational functions - construction and - maintenance services. Liaise with staff, project / planning officers and other related contractors in their respective capacities. Managing the capital and operating budget for the site expenditure.
Manage all civil/ structural and building construction services on the PetroSA refinery, Mossel Bay Site. Ensuring that appropriate technologies, processes and products are brought into the operational sphere. Ensuring that Maintenance Plans are carried out on schedule. Compiling comprehensive maintenance reports. Liaising with external contractors regarding outsourced jobs. Providing regular progress reports on completed maintenance repairs.
Staff managements, including HR and IR issues. Provide technical support to staff and others.
Manage all administrative support functions, including all financial issues. Provide PetroSA's Engineers with the necessary Project schedules/work programs, SHEQ documentation and Quality Plans when required. Preparing capital and operating estimates, ensuring safety management on staff, workers, plant and equipment and others.
Managing the formulation of specific contracts and tender documents, and controlling contractual Obligation.
Various projects include: Civil construction, constructing new concrete bases for pipelines and mechanical structures, manufacture and installation of new pipelines, numerous repairs to the underground fire-water line. Constructing new power generation plant for PetroSA and Aggrekko/ Anglo-American. Various day to day maintenance functions. Upgrading and repairs to various buildings and structures. Representing our company in meetings with PetroSA and various role players on different site issues. Liaising with relevant departments to initiate commencement of projects.

2009 to 2010
PTMS, GEORGE
PROJECT MANAGER

Responsible for the complete project management of various housing construction sites. Identify and address core issues for the delivery of the projects.
Contribute to the accurate budgeting and costing programs / systems of the different construction sites. Identify and manage risk to the project. Generate accurate project schedules and programs i.e. program reports, statistical data, cost management, etc. Projects not executed due to lack of Funds.

2010 to 2012

SELF – EMPLOYED

Designing of house plans and various small construction activities.

2012 to 2013

**BATAVIA SPECIAL SCHOOL
TECHNICAL TEACHER**

Employed as a building construction / bricklaying teacher. Post. was made redundant during my contract period.

2013 - 2015

**TEC / HFA, CAPE TOWN
PROJECT MANAGER / CO-ORDINATOR**

Involved with various aspects of renewable energy projects such as storm-water and rainwater harvesting systems, LPG-gas supply, solar water geysers, heat pump systems, photo-voltaic systems, wind turbine and green building concepts.

Actively involved with setting up Giga-crete SA. They have a patented green building product to be used in the construction industry and are awaiting the local accreditation from the build environment council. Alterations and additions to various existing houses. Project Management to new Residential Developments.

I have also been appointed to market my US-Based technology for Waste to Energy Project development within South Africa and neighbouring countries.

2015 - PRESENT

**G & D GUESTHOUSE & TRAINING, CAPE TOWN
PROJECT MANAGER**

The project involves activities within the Waste Management Plan of the Swellendam Municipality. The Department of Environmental Affairs is the sponsor of the EPWP (Environmental Protection Infrastructure Programme) Projects. This is a labour intensive project and included the upgrading of the current landfill site to be compliant with the local Department of Environmental Affairs, Western Cape as well as EPA standards.

HOBBIES AND INTERESTS:

Cycling, walking / jogging, welding, architectural designing, alternative and renewable energy research. In-depth interest in environmental matters. Interest in old / vintage vehicles.

REFERENCES:

Eric Nihela; 071 911 2723
Site Manager, PetroSA

Theuns du Toit; 082 789 6208; 044 601 2747
Engineering Manager, PetroSA

Vernon Bartlett; 044 601 2734
Design Office Manager, PetroSA

Meichoir Johnson; 082 822 4914
Professional Engineer

J. Lawrence Davenport; 076 390 2578
CEO, Homes For Africa (Gigacrete)

Gregory Johannes; 082 477 8908
Director, G & D.



environmental affairs

Department:
Environmental Affairs
REPUBLIC OF SOUTH AFRICA

Ref: 12/8/8/292

Enquiries: Ms. Funeka Dhlane
Tel: 021 685 2016 Fax: 021 685 2183
E-mail: fdhlane@environment.gov.za

To Whom It May Concern

G&D Guesthouse and Training under the leadership of Mr. Gregory Johannes was contracted by the Department of Environmental Affairs (DEA) as an Implementing Agent since 2014. The services rendered to DEA would include the following:

- Implementing a social responsibility project under the auspices of the Expanded Public Works Programme (EPWP)
- The project was implemented within the Western Cape specifically in the Overberg District Municipality (Swellendam Local Municipality) area and was completed in April 2018
- The project entails the temporary placement / employment of 120 local people within the impoverished community of Swellendam
- The group of people included women, youth (< 35 years) as well as disabled individuals
- The participants also attended accredited and non-accredited training
- Support of local Small, Medium and Micro Enterprises (SMMEs) through the procurement of goods and services were also required on the project
- Deliverables included Upgrading of Operations of the Bontebok Landfill Site; Waste Management; Fencing with Access Gates; Security Entrance Office; Ablution Facilities; Storage Facility; Storm Water Channels; Shaping of Access Road; Driveways as well as Parking Areas

The project was not intended to generate a profit or income. Instead the funding received from DEA was utilised to achieve a holistic approach to job creation and poverty alleviation. The experience and training gained on the project will provide many participants with the opportunity to find alternative permanent placement.

G&D Guesthouse and Training has shown real commitment in assisting to alleviate the scourge of poverty in our communities. We wish them every success in future ventures.

Yours sincerely

Ms. Nosipho Ngcaba

Director-General

Department of Environmental Affairs

Letter signed by: Ms. Funeka Dhlane

Designation: Deputy Director: Programme Implementation Coastal

Date: 18 January 2018

Mukumba Projects & Consulting

Office No. 203; 296 Francis Baard (Schoeman) Street; Prime Towers Building; Pretoria; 0002. Tel: (012) 767 7995
Office No. 8; Sabina Complex; Mphephu Drive; Thohoyandyu; 0950; Telefax: (015) 964 - 2571
56 Bodenstein Street; Polokwane; 0920 - Tel: (015) 291 4021
Email: sydney@mukumba.co.za - Fax: 0866 910 841

4th November 2020

TO WHOM IT MAY CONCERN

Dear Sir/Madam

SUBJECT: CLARIFICATION – REFERENCE LETTER/TESTIMONIAL

The above-mentioned subject matter refers.

This letter serves to officially confirm that G&D Guest House Training as a Constituently CATHSSETA Accredited Training Provider has been appointed to facilitate a Registered Assistant Chef Skills Programme (National Certificate: Professional Cookery) for incarcerated Inmates/Offenders at the various Department of Correctional Services Centres nationally during 2019/2020 and 2020/2021 Financial Years under the auspices of Mukumba Consulting & Projects (Project Management Company).

We have found G&D Guest House Training to be a professional and ethical Training Provider who have successfully delivered the above-mentioned Registered Assistant Chef Skills Programme (National Certificate: Professional Cookery) through compliance with the requisite CATHSSETA ETQA requirements and standards as per the Signed Service Level Agreement/Contract with us.

Their core deliverable – effective and efficient training delivery to learners to acquire the requisite demonstrable skills and competencies (Exit Level Outcomes) associated with their learning achievements (Certificate/Statements of Results) for use in their future endeavours within the Professional Cookery discipline.

We would not hesitate to recommend them to any prospective client who may require their services because of their excellent performance in this Skills Development Project.

Should you have any queries or require further information, please do not hesitate to contact the undersigned.

Yours faithfully,



Sydney Mudau
Project Manager

"It's a matter of customer satisfaction and excellent service delivery"



06 November 2018

RE: Relationship between Feedem Group (Pty) Ltd and G & D Training

To whom it may concern:

Feedem Group (Pty) Ltd has had a relationship with G & D Training since approximately 2012.

G & D have completed facilitation and assessments for us against the following CATHSSETA accredited programmes:

- Assistant Chef skills programme
- Cook Convenience Food skills programme
- Professional Cookery qualification

Please contact me should you have any queries.

Regards

Elmar Louw
Training and Skills Development Manager

T: 021 559 6393
E: elmaril@feedem.co.za

GAUTENG (HEAD OFFICE)
Meyersdal Office Park, Building 4, 65 Philip
Engelbrecht Drive, Meyersdal, Alberton
PO Box 124232, Alrode South 1451
Telephone: 011 439 2300
Fax: 086 538 6177
E-mail: info@feedem.co.za

WESTERN CAPE
Feedem House, cnr Le Sueur & Blythwood
Streets, Platteklief Glen, Goodwood 7460
PO Box 13345, NI City 7463
Telephone: 021 559 6393
Fax: 021 559 6390
E-mail: ctn@feedem.co.za

OTHER REGIONS
KwaZulu-Natal 031 202 8282
Garden Route 044 874 3886
Eastern Cape 041 373 0067
North West 014 592 4463
Free State & Northern Cape 051 522 7815

Feedem is a division of the Feedem Group (Pty) Ltd

FEEDEM GROUP (PTY) LTD
(Reg No: 2016/235085/07)
Vat No: 4510276888



www.feedem.co.za

good food good mood

DIRECTORS
TB Sefelo (Chairman)*
AD Constandakis
ME Kotze (COO)
BS Laurysen (CEO)
LA Shezi*
PXT Tsvantva*
(*Non-Executive)



ELMARI LOUW
Training Manager

t. 021 559 6393 f. 021 559 6390
c. 082 921 9805 e. elmari@feedem.co.za



good food good mood

www.feedem.co.za

08 March 2017

To whom it may concern

With this letter we would like to confirm that G AND D GUESTHOUSE CC 2005/11548/23 been running the Professional Cookery SAQA 14111 successful for the past 3 years . We will highly recommend them for any program accredited by CATHSSETA on their scope

Thank you

Elmari Louw

Elmari Louw



CAPE WINELANDS DISTRICT
MUNICIPALITY • MUNISIPALITEIT • UMASIPALA

NAVRAE/ENQUIRIES/IMIBUZO: Rhian Van Wyk Du Toit straat 29 Du Toit Street
TELEFOON/TELEPHONE/UMNXEBA: 021-888 5146 POBox 100
FAKS/FAX/iFEKSI: 021-887 4797 STELLENBOSCH
E-POS/E-MAIL/iE-MAIL: rhian@capewinelands.gov.za 7599
U VERW/YOUR REF/iREF YAKHO:
ONS VERW/OUR REF/iREF YETHU:

Alle korrespondensie moet aan die Munisipale Bestuurder gerig word/
All correspondence to be addressed to the Municipal Manager/Yonke imbalelwano mayithunyelwe kuMlawuli kaMasipala

08 March 2017

To whom it may concern

Hereby we wish to confirm that **G&D Guesthouse and Training** was contracted by Cape Winelands District Municipality to conduct TOURISM TRAINING for the municipality. As part of our Tourism Product Development mandate, we initiate various kinds of tourism training in the Cape Winelands District to equip our entrepreneurs and unemployed youth with the necessary skills to profitably manage their businesses or to find employment.

G&D Guesthouse and Training has exceeded all our expectations by managing this training in a very professional manner. They have managed to deliver according to the set standards and requirements as of the Terms of reference.

We would therefore most definitely recommend **G&D Guesthouse and Training** for any future endeavours or projects they pursue.

Project Name	Duration	Price
Customer Care	3 years	R 750 000.00
Cook Convenience Food	5 years	R 400 000.00
Professional Cookery 14111	3 years	R1 200 000.00
Assistant Chef	3 years	R 600 000.00
Table & Bar Attendant	2 years	R 400 000.00
Events Management	3 Years	R120 000.00

Yours truly,

Rhian Van Wyk
DIRECTOR: LOCAL ECONOMIC DEVELOPMENT AND TOURISM



SOCIETY OF SOUTH AFRICA

Association incorporated not for gain

9 Biccard Street • PO Box 3209 Durbanville 7551 Cape Town South Africa

Tel: +27 934 6361

Fax: +27 21 9348362

Email: training@kolpingsa.co.za

To whom it may concern:

G&D Guesthouse and Training is our leading service provider for the last 8 years. In this time period they have designed each program as requested by our German Board of funders; each and every program set not only to the standards of our board but aligned with the Cathsseta (Hospitality Seta). G&D have ensured that our community upliftment program has succeeded beyond our own expectations and have seen that each course has a 100% job placement rate. Every year they have provided training for our Cape Town and Port Elizabeth training centers. Each course program has been successfully designed by the G&D team ensuring a well-rounded course and students more that capable of performing task required in the industry. Please see below for the list of courses they have facilitated for us.

- Professional Cookery SAQA ID 14111**
- Life Skills**
- Business Skills**
- Waitron**
- Catering**
- Cook Fast Foods**
- Cook Convenience Foods**
- Assistant Chef**

**Thank you
Maureen Roberts
January 2017**

A handwritten signature in blue ink, appearing to read 'Maureen Roberts', with a long horizontal line underneath it.



environmental affairs

Department:
Environmental Affairs
REPUBLIC OF SOUTH AFRICA

Enquiries: Mr. Nico Jantjies
Tel: 021 685 2016 Fax: 021 685 2183
E-mail: njantjies@environment.gov.za

To Whom It May Concern

This serves as confirmation that G&D Guesthouse and Training has been contracted by the Department of Environmental Affairs to conduct training on poverty relief projects. The Department implements these projects under the auspices of the Expanded Public Works Programme through the Environmental Protection and Infrastructure Programmes. G&D Guesthouse and Training has successfully conducted various training initiatives on various projects throughout the Western Cape.

The training is aimed at providing project beneficiaries with the necessary skills to become gainfully employed once the projects have been completed. G&D Guesthouse and Training continues to do exceptional work for the Department. The Department would like to commend G&D Guesthouse and Training for the contribution made in creating skills within this ambit of job creation.

Project Name	Training Initiative	Budget
WC – Solar Water Heating	Assistant Chef	R 222 615
WC – Rehabilitation of Swartberg Pass	Assistant Chef	R 207 774
WC – Imple. of CT Strategic Biodiversity Strategy	Assistant Chef	R 235 620
WC – Rivers & Tributaries of Stellenbosch Mun Rehab	Assistant Chef	R 188 496
WC – Garden Route National Park (Knysna Section)	Assistant Chef	R 166 770
WC – Cederberg Nature Reserve	Table Attendant	R 229 554
WC – WftC Berg River Mouth to Silwerstroom (13/16)	Assistant Chef	R 250 155

The Department recommends this service provider for future training interventions.

Yours sincerely

Department of Environmental Affairs

Letter signed by: Mr. Nico Jantjies

Designation: Provincial Training Coordinator

Date: 11 May 2015



Multi Rooms Management

22 December 2020

To whom it may concern

RE: LETTER OF REFERENCE – G&D GUESTHOUSE AND TRAINING

It is with pleasure that we provide this recommendation and reference for G&D Guesthouse and Training, who we have partnered with over the past 3 years.

As a Training provider, they have been most professional, accommodating and flexible to our needs whilst providing theoretical training to our employed and unemployed learners at DoubleTree by Hilton Cape Town in the following programmes:

- NQF5 Occupational Chef (3 year QCTO course)
- NQF4 Professional Cookery Learnership
- NQF2 Accommodation Services course Learnership

We have found Greg and his team (including his lecturers and his admin support team) a pleasure to liaise with, people who are truly invested in the upskilling of our industry's youth and they have time and again gone out of their way to ensure that the learners have everything that they need to successfully complete their courses.

Our learners have only ever had good things to say from their training experience with G&D.

As long as G&D Guesthouse and Training is available to train our learners, we would not look elsewhere for a training provider for these courses and we recommend them without hesitation.

Should you require any further info, please contact us on 021 404 0570.

Kind Regards

Roxanne van Eck
HR Manager

Francois Steyn
General Manager