



ITHSA

PROVIDER ACCREDITATION APPLICATION

**The Chartered Institute of Tourism and
Hospitality (ITHSA)**

Provider Name: _____

10001.2016.v1

1. THE CHARTERED INSTITUTE OF TOURISM AND HOSPITALITY

The Chartered Institute of Tourism and Hospitality (Southern Africa) (ITH) is the southern African appointed representative of the Confederation of Tourism and Hospitality (CTH) in the United Kingdom, which was started in 1982. In this role, the ITH accredits training providers and supports them in rolling out the CTH's UK registered qualifications in tourism and hospitality.

CTH is one of the UK's leading professional membership and awarding bodies for qualifications. Its mission – and the ITH's - is to develop and add value to careers in the tourism and hospitality industry all around the world.

Both organisations offer students UK registered only qualifications at various levels, including certificates, diplomas, advanced diplomas, graduate and postgraduate diplomas. These UK qualifications provide exactly the right preparation for students to enter the industry field of their choice with confidence and skill.

2. APPLICATION PROCEDURES FOR ACCREDITATION AS A TRAINING PROVIDER

- Please complete the application in duplicate, submit one copy to the ITH and retain a copy for your records.
- Submit completed application and supporting documents through to ITH together with proof of payment of the Provider Accreditation Fee. A VAT invoice is available from ITH upon request.
- Applications may be sent in hard copy or electronically

3. CRITERIA FOR TRAINING PROVIDER ACCEPTANCE

Providers should have and provide evidence of the following:

- Appropriate premises, facilities and equipment
- Qualified and experienced staff
- Government approvals and/or registration as required (where appropriate)
- Have English as a medium of tuition
- Relevant policies and procedures as stipulated in the application form

PROVIDER DETAILS

		For use by the ITH
A1	Organisation Name	
A2	Trading Name	
A3	Physical Address	
A4	Postal Address	
A5	Telephone number	
A6	Fax Number	
A7	Are the premises owned or leased? Attach proof of ownership or valid lease agreement for sites of delivery as Annexure A7	
A8	Describe the nature of your business	
A9	Geographical Area: (Please indicate in which provinces you operate)	Eastern Cape
		Free State
		Gauteng
		Kwazulu-Natal
		Limpopo
		Mpumalanga
		North West Province
		Northern Cape
		Western Cape
	Other - state country and city	
A10	Are you able to provide access to disabled learners?	
A11	Does this application cover more than 1 site? If yes, provide details of all additional sites as Annexure A11	
A12	Indicate the category your institution is classified as	University
		College of Higher/ Further Education
		Adult Education Centre
		Training organisation (Public/Private sector)
		Other - please specify

CONTACT DETAILS

Details of the person(s) who is directly responsible for the accreditation application of the organisation.		For use by the ITH
B1	Title and First names	
B2	Surname	
B3	Position	
B4	Postal address	
B5	Physical address	
B6	Telephone no	
B7	Cell phone no	
B8	Email address	

Details of the ITHSA programme coordinator (main contact)		For use by the ITH
B1	Title and First names	
B2	Surname	
B3	Position	
B4	Postal address	
B5	Physical address	
B6	Telephone no	
B7	Cell phone no	
B8	Email address	

DETAILS OF ORGANISATION

		For use by the ITH
C1	Nature of entity (Pty; CC, sole trader, etc.)	
C2	Registration number of entity	
C3	Year of registration	
C4	Years trading	
C5	Submit a valid Tax Clearance Certificate as Annexure C5	
C6	Skills Development Levy (SDL) number	
C7	VAT Registration number	
C8	Submit your CIPC Certificate CM29 (Register of directors , auditors and officers) as Annexure C8	
C9	If no CM29 attach ID copies of directors/trustees/auditors as Annexure C9	

RECOGNITION OF EXCELLENCE

D1	Provide details of other recognitions of excellence, for example Investors in People, ISO9000 etc, with approval dates as Annexure D1 (if applicable)	
D2	Provide details of any external quality assurance audits your center has been subjected to over the last three years, as Annexure D2 (if applicable)	

ORGANISATIONAL SIZE AND STRUCTURE

E1	<p>How many people does your organisation employ? Attach an organogram/flowchart that shows the structure of your organisation as Annexure E1.</p> <p>Ensure that the organogram clearly indicates:</p> <ul style="list-style-type: none"> • The various operational units of the organisation • Staff complements of each unit • Geographical distribution of operational units • The positions of people who will take direct responsibility for the training 	For use by the ITH
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HUMAN RESOURCES PRACTICES

F1	Attached the staff recruitment and selection policies and procedures followed by your organisation as Annexure F1	For use by the ITH
F2	Attach the performance management policies and procedures followed by your organisation. Attach all relevant documentation as Annexure F2	For use by the ITH
F3	Attach the disciplinary policies and procedures followed in your organisation as Annexure F3	For use by the ITH
F4	Attach the staff grievances polices and procedures followed in your organisation as Annexure F4	For use by the ITH
F5	Provide as Annexure F5 CV's and copies of qualifications of all ITHSA facilitators.	For use by the ITH
F6	Attach your organisation Equal Opportunities Policy as Annexure F6	For use by the ITH

OCCUPATIONAL HEALTH AND SAFETY

G1	Attach your organisation occupational health and safety policies and procedures as Annexure G1		For use by the ITH
G2	Attach your organisation occupational health and safety certificate for the premises you are occupying as Annexure G2		

FINANCIAL VIABILITY

H1	What steps have been taken to ensure that your organisation has sufficient funding to deliver the qualifications effectively?		For use by the ITH
H2	<p>Attach relevant documentation as Annexure H2 in order to support financial viability ;</p> <ul style="list-style-type: none"> • Latest audited financial statements • Last 3 months bank statements <p>Or if new;</p> <ul style="list-style-type: none"> • Business plan for 2 years • Budget • Cash Flow 		

QUALITY MANAGEMENT

Every provider seeking accreditation with the ITH **MUST** demonstrate that quality education, training, development and assessment will be provided. The provider must demonstrate on paper and in practice the specific policies and procedures currently in place to ensure that there is quality education, training, development and assessment. The ITH Accreditation Monitoring Official will verify these policies and procedures during the site-visit.

ITH PROGRAMS

Please specify the programme that you intend to offer and the number of learners that you intend to train per annum (this is an estimate only).

NAME OF PROGRAMME/ QUALIFICATION	Expected no of Learners
CTH Level 1 Diploma in English Communication for Tourism and Hospitality	
CTH Level 2 Diploma in English Communication for Tourism and Hospitality	
CTH Level 3 Diploma in Communications & Research Skills	
CTH Level 3 Diploma in Tourism and Hospitality	
CTH Level 4 Diploma in Tourism Management	
CTH Level 4 Diploma in Hospitality Management	
CTH Level 5 Diploma in Tourism Management	
CTH Level 5 Diploma in Hospitality Management	
CTH Level 6 Diploma in Tourism Management	
CTH Level 6 Diploma in Hospitality Management	
CTH Level 7 Diploma in Tourism Management	
CTH Level 7 Diploma in Hospitality Management	
Virgin Atlantic –Earth	
Virgin Atlantic – CTH Level 2	
Virgin Atlantic – CTH Level 3	
Sabre GDS	
Level 2 Diploma in International Travel Reservations	
Level 2 Diploma Culinary Skills	
Level 3 Certificate in Professional Cookery	
Level 3 Diploma in Professional Cookery	
Level 4 Diploma in Culinary Arts	
Inspirational Team Leadership for Hospitality , Travel, Leisure and Tourism	

FACILITIES

I1	Describe the facilities that will be available to each learner (e.g. work stations, computers, books, etc.) – Annexure I1	For use by the ITH
I2	Indicate the number of lecture rooms (with maximum capacity) and exam rooms (with maximum capacity)as Annexure I2 available	
I3	Describe any other training/support facilities that will be available to learners (e.g. library, internet access etc.), and insert as Annexure I3	
I4	Describe your organizations data protections and back-up procedures in place as Annexure I4	

LEARNER SUPPORT

J1	Insert your learner induction program as Annexure J1	For use by the ITH
J2	Describe any other forms of learner support provided by your organisation (e.g. Tuition, graduate programs etc.) – Annexure J2	

OTHER

K1	List any professional of examining/assessment bodies, as Annexure K1 , which recognize your organisation as tuition centre.	For use by the ITH
K2	List any examinations held at your organisation with the approximate numbers sittings at any one time as well as the number of learners per annum as Annexure K2	

Terms & Conditions

By completing this application form, the provider declares that it will:

- take all necessary steps to ensure that the work submitted by learners is the learners own an authentically completed.
- have documented procedures for handling learner disputes and appeals
- Ensure that valid and reliable assessments of learners achievements are conducted and that the details of these are made available to the relevant awarding bodies
- Provide the public, learners and staff with centre policies and complaints procedures if and when requested.
- Be aware that the information supplied to ITH could be required by the regulatory authorities
- Ensure that any internally assessed work is submitted to agreed deadlines as specified by ITH.
- Report immediately to ITH any suspected malpractice in line with the statutory regulation and respond speedily and openly to all requests for an investigation into an incident. A nominated representative of the centre will personally supervise all investigations resulting from any allegation of suspected malpractice/maladministration.
- Agree to provide the regulatory authorities and ITH with access to premises, staff/contractual staff and records, and to cooperate with ITH's monitoring activities
- Ensure that it has in place or adhered to policy (ies) and, or procedure(s) of ITH, for those required by ITH.
- Ensure that all centre policies are up-to-date and reflect any legal changes which have been implemented or changes to the centre.
- Agree to comply with additional requirements as requested from ITH following sufficient notice
- Comply with all relevant legal, regulatory criteria and codes of practice as directed by ITH.
- Agree to abide by all stipulations by ITH concerning the use of the ITH logos and marketing material.
- Ensure the security of confidentiality of assessment materials and records, including examination question papers, examination scripts, and records of marking, portfolios of evidence, before, during and after the assessment has taken place.
- Have a documented quality management system in place that is systematically reviewed to ensure that learners and staff needs are addressed, that all appropriate persons are kept up-to-date with the quality policy, procedures and standards, and that responsibilities for the management of these systems are clearly and appropriately allocated.
- Have an effective communications system in place, both internally and with ITH, clients and learners.
- Provide all new staff with an induction to the centre and the implementation requirements to offer ITH programs.
- Ensure that the ITH/CTH marketing material is used in a responsible and correct manner
- Have an appropriate and effective system for the management of all sub-contracted services and that all policies and requirements referred to in this application will apply to all satellite sites affiliated to the centre, for example remote assessment sites or delivery points.
- Ensure that all learners are registered as students of ITH and for the assessments by the prescribed dates
- Ensure that all invoices raised, if applicable, are paid in accordance with accounting practices, and that any outstanding payments can result in services being suspended until such time as the account has been brought up-to-date.
- Where appropriate, ensure that the marking requirements as set out by the CTH are adhered to so as not to negatively effect students chances in an assignment/assessment.

Declaration

I confirm that we meet all ITH requirements in this respect of this application for Provider Accreditation, that we accept the terms and conditions detailed below, and that all the details provided are, to the best of my knowledge, correct.

I understand that any accreditation granted can be withdrawn if:

- There are outstanding debts over 60 days
- Quality issues have been identified at the provider which the provider has shown an unwillingness or inability to resolve, given a reasonable period of time.

Signed:

Provider Stamp

Name:

Title/Position:

Date:

Accreditation Process and Conditions

- Following the receipt of this form, ITH will process the Application for Centre Accreditation and you will be contacted within 28 working days to agree a date for an Accreditation visit.
- At the Accreditation visit you will be advised of ITH's decision regarding accreditation and any action necessary will be agreed with you.
- If the Centre is successful in its application, provisional accreditation will be granted. This may only be upgraded to full accreditation following; full payment of the Accreditation fees to ITH, successful completion of any action points agreed at the Accreditation visit.
- Until Accreditation fees are paid, ITH reserves the right not to process any candidate registrations.
- Following payment of Accreditation fees, candidates may be registered as students with ITH. Until candidate fees are paid, ITH reserves the right not send any examination and tuition material to the centre, or, should the situation arise, issue any certificates to the successful candidates.
- With all payments, the payment terms are strictly 30 days from the date of statement. In the cases of late payment ITH reserves the right to charge interest at prime plus 5% and suspend all services to the provider.
- All assessed work and examination materials submitted to ITH will become the property of ITH and, with all references to the candidate and company names removed, will be available for use for training purposes.
- Access to the centre must be made to ITH staff or representatives to review the program operation or test the security of the assessment taking place.
- All live examination material is returned to ITH and copies are not to be made (this includes question papers and assignment task sheets).
- The centre must take responsibility for ensuring that candidates' work is their own unaided work and that excessive help (over and above the guidance in ITH policy for coursework) is not given.
- Confidentiality of ITH material must be maintained at all times.

LIST OF ANNEXURE'S

Number	Description of requirements	Tick	Signature
A7	Copy of current lease agreement		
A11	Lists of additional sites		
C5	SARS Tax Clearance certificate		
C8	Proof of legal status		
C9	ID Copies of Directors		
D1	Details of recognition of excellence		
D2	Details of external quality assurance audits		
E1	Organisation structure		
F1	Recruitment and selection policy/procedure		
F2	Performance Management policy/procedure		
F3	Disciplinary Procedure/policy		
F4	Grievance Procedure/policy		
F5	Curriculum Vitae's		
G1	Occupational Health and Safety Policy/procedure		
G2	Occupational Health and Safety Certificate		
G3	Equal opportunities policy		
H2	Proof of financial viability		
I1	Description of learner facilities		
I2	Description of training facilities		
I3	Description of training/support facilities		
I4	IT and Data back-up procedures		
J1	Learner induction program		
J2	Other learner support		
K1	List of professional examining bodies		
K2	List number of learner assessments held for external bodies		