From the Principal’s desk

Take your next step now!
Follow through on your decision to enhance your life and your future prospects by enrolling in one of INTEC’s Hospitality courses today!

Why study with us?

• Quality study material designed specifically for home study.
• The freedom to study at YOUR pace, where and when it suits YOU.
• The widest range of courses for today’s world.
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• Free study choice advice from INTEC’s Student Consultants.
• The convenience of online enrolment, contact and advice.
• Affordable, easy payment options.
• Ongoing study support and attention from qualified tutors.

Umalusi Accreditation

INTEC College (Pty) Ltd has been awarded provisional accreditation by Umalusi. Umalusi is the Council for Quality Assurance in General and Further Education and Training in South Africa - see www.umalusi.org.za
Umalusi Provisional Accreditation No.: FET 00037 PA.

DHET Registration

INTEC College (Pty) Ltd has been granted provisional registration by the Department of Higher Education and Training as a private FET College, until 31 December 2014. Provisional registration No. 2008/FE07/025 - see www.dhet.gov.za. For further information please refer to our website: www.intec.edu.za

INTEC College (Pty) Ltd is committed to meeting legislative requirements regarding accreditation and registration of private education and training providers in South Africa.

Wishing you every success in your studies and your future!

Phillip Slatter
INTEC College Principal

go to: www.intec.edu.za or email: info@intec.edu.za

Call a Student Consultant:

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INTEC College (PTY) LTD FET 00037 PA is a member of both the National Association of Distance Education Organisations in South Africa (NADEOSA) and the Association of Private Providers of Education, Training and Development (APPETD).

INTEC is a Registered Credit Provider: NCRCP 2325

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(E & OE)
VOCATIONAL SCHOOL

Tourism & Hospitality

Hospitality

INTEC COLLEGE
Leader in Distance Learning

Build your future the INTEC way
Programme Types offered at INTEC College

**National Qualifications** are credit-bearing qualifications registered on the NQF (National Qualifications Framework) and accredited by a Quality Assurance Body, such as a SETA (Sector Education and Training Authority). A skills programme is an accredited component of a national qualification.

**Agent Programmes** are programmes for which INTEC offers tuition, but where INTEC does not issue the final certificate. The Agent body issues the final certificate and manages the final examinations.

**INTEC Programmes** are INTEC’s own programmes that are not linked to the NQF and are not credit-bearing. However, they are in high demand and carry the approval of the INTEC Academic Board. INTEC Programmes fall into FIVE categories:

- **INTEC Career Programmes** are INTEC’s own programmes that are designed to teach you the skills and knowledge to succeed in a particular career.
- **INTEC Career Booster courses** are continuous professional development (CPD) short courses that help you add to your current professional knowledge in a particular field, and hence boost your abilities within your career.
- **INTEC Career Starter courses** are short courses that introduce you to a particular field or career, and that offer you the opportunity to explore an interest or a skills set without having to enrol on a full programme.
- **INTEC Job Creator courses** are designed to refine your skills in a particular field of interest, to teach you how to make a living from a particular skill, interest or hobby, and to help you start your own business.
- **INTEC Self-Enrichment courses** are offered for self-enrichment purposes. They will add value to your experience of life in a particular chosen field of interest.
There are so many opportunities open to you in the fast-growing hospitality industry!

Your career path in the Hospitality Industry
With INTEC’s distance-learning Hospitality courses you can study towards a Certificate or Professional Certificate. Build your career in the hospitality industry the INTEC way.

Career Opportunities
South Africa is one of the world’s largest tourism destinations, and 70% to 80% of our tourists reside in hotels whilst visiting our beautiful country. This is one of the fastest-growing industries and a very rewarding one too. INTEC will make it as easy as possible for you to enrol for a programme of your choice.

For all courses that require access to a PC, the following minimum specifications are recommended:

You are required to have a PC or laptop with the following:

- Intel® Pentium®IV 800 MHz or higher
- Minimum 512 MB of RAM or higher
- 128 MB graphics processor that supports DirectX®9.0
- Generic Monitor (1024 x 768)
- 16 GB hard-disk space for 32 bit or 20 GB hard-disk space for 64 bit
- DVD R/RW drive
- High-speed Internet connection
- A few recordable CDs/DVDs

Software Requirements
Your computer requires the following software:

- Microsoft®Windows®7
- DirectX®9.0
INTEC Hotel Reception Certificate

The front office of the hotel plays a central role in the successful operation of a hotel. Guests identify the staff at the front desk as a reflection of the quality they can expect from the hotel, so the Hotel Receptionist is always in the spotlight.

Programme Type
The INTEC Hotel Reception Certificate is an INTEC Career Programme. This programme is approved by the INTEC Academic Board.*

Entrance Requirements
Grade 10 (Std. 8) or equivalent, or relevant work experience.

Course Duration
You should be able to complete this course within 12 months.

Course Content
• Guest Relations
• Introduction to Hotels
• Front of House I
• Accommodation Services

Assessment
All the required assignments must be completed and sent to the College for marking. All assignments must be successfully passed in order to obtain the award.

Award
On successful completion of this course, you will receive your INTEC Hotel Reception Certificate.

* This programme does not lead to a qualification on the NQF.
Food service is a highly complex area, and this course develops your knowledge of supervision procedures in the food service department. This department has to provide quality service as well as excellent food and beverages. Knowledge of procedures and service skills in this area are essential.

Programme Type
The INTEC Food Services Supervision Certificate is an INTEC Career Programme. This programme is approved by the INTEC Academic Board.*

Entrance Requirements
Grade 10 (Std. 8) or equivalent, or relevant work experience.

Course Duration
You should be able to complete this course within 18 months.

Course Content
- Guest Relations
- Introduction to Hotels
- Hospitality Management I
- Hygiene
- Food & Beverage Studies I
- Catering Theory I

Assessment
All the required assignments must be completed and sent to the College for marking. All assignments must be successfully passed in order to obtain the award.

Award
On successful completion of this course, you will receive your INTEC Food Services Supervision Certificate.

* This programme does not lead to a qualification on the NQF.
INTEC Housekeeping Supervision Certificate

The aim of this course is to develop your theoretical knowledge and basic supervisory skills.

Programme Type
The INTEC Housekeeping Supervision Certificate is an INTEC Career Programme. This programme is approved by the INTEC Academic Board.*

Entrance Requirements
Grade 10 (Std. 8) or equivalent, or relevant work experience.

Course Duration
You should be able to complete this course within 18 months.

Course Content
• Guest Relations
• Hospitality Management I
• Hygiene
• Accommodation Services
• Introduction to Hotels

Assessment
All the required assignments must be completed and sent to the College for marking. All assignments must be successfully passed in order to obtain the award.

Award
On successful completion of this course, you will receive your INTEC Housekeeping Supervision Certificate.

* This programme does not lead to a qualification on the NQF.
INTEC Rooms Division Management Certificate

The hotel rooms division is the largest division in a hotel and is often a determining service-level factor of a hotel. You will learn about rooms-division procedures as well as the theory of supervision.

Programme Type
The INTEC Rooms Division Management Certificate is an INTEC Career Programme. This programme is approved by the INTEC Academic Board.*

Entrance Requirements
Grade 12 (Std. 10) or equivalent, or relevant work experience, plus access to a PC.

Course Duration
You should be able to complete this course within 18 months.

Course Content
- Introduction to Hotels
- Guest Relations
- Front of House I
- Accommodation Services
- Hospitality Management I
- Introduction to PCs using Windows 7
- Maintenance & Security
- Hotel Law
- Hygiene
- Hotel Accounting I
- Front of House II

Assessment
All the required assignments must be completed and sent to the College for marking. All assignments must be successfully passed in order to obtain the award.

Award
On successful completion of this course, you will receive your INTEC Rooms Division Management Certificate.

* This programme does not lead to a qualification on the NQF.
INTEC Food and Beverage Management Certificate

This course aims to develop your knowledge of food and beverage service and procedures, including theoretical aspects of supervision.

Programme Type
The INTEC Food and Beverage Management Certificate is an INTEC Career Programme. This programme is approved by the INTEC Academic Board.*

Entrance Requirements
Grade 12 (Std. 10) or equivalent, or relevant work experience, plus access to a PC.

Course Duration
You should be able to complete this course within 18 months.

Course Content
- Introduction to Hotels
- Guest Relations
- Food & Beverage Studies I
- Hygiene
- Hospitality Management I
- Introduction to PCs using Windows 7
- Purchasing, Control & Catering
- Hotel Law
- Food & Beverage Studies II
- Hotel Accounting I
- Catering Theory II

Assessment
All the required assignments must be completed and sent to the College for marking. All assignments must be successfully passed in order to obtain the award.

Award
On successful completion of this course, you will receive your INTEC Food and Beverage Management Certificate.

* This programme does not lead to a qualification on the NQF.
INTEC Hotel Management Theory Certificate

Hotel Management is a dynamic field requiring good management skills combined with a strong grounding in a variety of hotel industry disciplines.

Programme Type
The INTEC Hotel Management Theory Certificate is an INTEC Career Programme. This programme is approved by the INTEC Academic Board.*

Entrance Requirements
Grade 12 (Std. 10) or equivalent, or relevant work experience, plus access to a PC.

Course Duration
You should be able to complete this course within 18 months.

Course Content
- Introduction to Hotels
- Guest Relations
- Accommodation Services
- Front of House I
- Food & Beverage Studies I
- Hygiene
- Catering Theory II
- Introduction to PCs using Windows 7
- Purchasing, Control & Catering
- Hospitality Management I
- Hotel Law
- Front of House II
- Food & Beverage Studies II
- Hotel Accounting I
- Maintenance & Security

Assessment
All the required assignments must be completed and sent to the College for marking. All assignments must be successfully passed in order to obtain the award.

Award
On successful completion of this course, you will receive your INTEC Hotel Management Theory Certificate.

* This programme does not lead to a qualification on the NQF.
INTEC Hotel Management Theory Professional Certificate

Hotel Management is a prestigious and highly responsible field requiring extensive knowledge of the hotel industry.

Programme Type
The INTEC Hotel Management Theory Professional Certificate is an INTEC Career Programme. This programme is approved by the INTEC Academic Board.*

Entrance Requirements
Grade 12 (Std. 10) or equivalent, or relevant work experience, plus access to a PC.

Course Duration
You should be able to complete this course within 24 months.

Course Content
- Introduction to Hotels
- Guest Relations
- Accommodation Services
- Front of House I
- Food & Beverage Studies I
- Hygiene
- Hotel Accounting I
- Hotel Marketing
- Hospitality Management I
- Catering Theory II
- Business Economics
- Purchasing, Control & Catering
- Maintenance & Security
- Hotel Law
- Front of House II
- Food & Beverage Studies II
- Contract Law
- Hotel Accounting II
- Human Resource Management
- Hospitality Management II
- Business Communication
- Introduction to PCs using Windows 7

Assessment
All the required assignments must be completed and sent to the College for marking. All assignments must be successfully passed in order to obtain the award.

Award
On successful completion of this course, you will receive your INTEC Hotel Management Theory Professional Certificate.

* This programme does not lead to a qualification on the NQF.
Certificate: Hotel Reception

Qualification: CerHotRec (INTEC) NQF 4
SAQA ID: 21143
NQF Level 4
Credits 120

Description
If you have a passion for people, are service orientated and have a keen interest in working in the hospitality industry, front of house/reception is an exciting career destination with many growth opportunities. When guests arrive at a hotel or call to make a reservation, the hotel receptionist is often the first point of professional contact. A friendly and helpful attitude and professional well-groomed appearance forms a very important first impression. The qualification in Hotel Reception will help you acquire the relevant skills and competencies in order to provide service excellence in any reception position across various industries.

Admission Requirements
Grade 10 (Std. 8) or equivalent or 2 years verifiable and relevant working experience.

Duration
You should be able to complete this course within 18 months.

Certification
On successful completion of the course, you will receive a Certificate: Hotel Reception.

Career Opportunities
The student can pursue a career in:
• Hotel Reception
• Front House Supervision
• Guesthouse Reception
Certificate:
Front Office Supervision

Qualification: CerFroOffSup (INTEC) NQF 4
SAQA ID: 14131
NQF Level 4
Credits 142

Description
Front Office is an integral part of any successful Hospitality establishment. If you are interested in a career in Hospitality Services and would enjoy combining administrative work with people skills, this qualification is for you. The Certificate: Front Office Supervision aims to provide Students with the knowledge and practical skills required to perform effectively in the Hospitality industry. This includes effective administration skills as well as supervisory and leadership skills. The Front of House Supervisor or Manager is responsible for the overall day-to-day functioning of the front desk of the hospitality establishment. Good people and communication skills are essential to ensure optimum success in this field.

Admission Requirements
Grade 12 (Std. 10) or equivalent or 4 years verifiable and relevant working experience or Certificate: Hotel Reception.

Duration
You should be able to complete this course within 18 months.

Certification
On successful completion of the course, you will receive a Certificate: Front Office Supervision.

Career Opportunities
The student can pursue a career in:
• Front House Administration
• Front House Supervision
• Front House Management
Certificate: Food Service Supervision

Qualification: CertFdServSpv (INTEC) NQF 4
SAQA ID: 14130
NQF Level 4
Credits 142

Description
Food Services is an important function in a variety of industries including hospitality, healthcare, events, air transportation and educational services, to name but a few. Food Services Supervisors conduct their responsibilities under the direction of Food Service Managers. Some of the duties include the directing; coordinating and forecasting of menu requirements, maintaining of food safety regulations and ensuring the effective planning, preparation and delivery of nutritional and healthy meals within a variety of environments. This qualification will enable the transfer of the relevant skills and competencies enhancing effective planning, administration and service delivery.

Admission Requirements
Grade 10 (Std. 8) or equivalent or 2 years verifiable and relevant working experience or Certificate: Food and Beverage Service.

Duration
You should be able to complete this course within 18 months.

Certification
On successful completion of the course, you will receive a Certificate: Food Service Supervision.

Career Opportunities
Students will enhance their skills in food service and the handling of food in the commercial environment.
Certificate: Housekeeping Supervision

Qualification: CertHouSup (INTEC) NQF 4
SAQA ID: 14132
NQF Level 4
Credits 142

Description
The Housekeeping service in a hospitality establishment is a critical element both in terms of the guest’s experience and the effective running of the establishment. The Housekeeping Supervisor is responsible for the supervision and control of the housekeeping function. This includes the maintaining of industry and organisational standards in cleaning. The qualification supports the transfer of the relevant skills and competencies required for the supervising of people and housekeeping tasks as well as the relevant planning, administration and execution of this important function. Personal skills requirements include the ability to communicate effectively as well as a strong organisational ability.

Admission Requirements
Grade 10 (Std. 8) or equivalent or 2 years verifiable and relevant working experience or Certificate: Hotel Reception.

Duration
You should be able to complete this course within 18 months.

Certification
On successful completion of the course, you will receive a Certificate: Housekeeping Supervision.

Career Opportunities
The student can pursue a career in:
• Housekeeping Administration
• Housekeeping Supervision
• Housekeeping Management
Certificate: Food and Beverage Service

Qualification: CertF&BServices (INTEC) NQF 3
SAQA ID: 14129
NQF Level 3
Credits 120

Description
The Certificate: Food and Beverage Service focuses on hospitality studies including knowledge and understanding of the hospitality and hotel industry and its governing bodies. Communication and guest relations are also covered, including dealing with customers and the provision of high-quality service. Communication and computer literacy also form part of the programme. The programme likewise enables relevant skills and competencies in food and beverage studies. This includes different styles of service, restaurant types, menu design as well as the maintaining of health, safety and hygiene in the food service environment. The qualification furthermore supports access into further studies in this field.

Admission Requirements
Grade 9 (Std. 7) or equivalent or 1 year verifiable and relevant experience in a business environment.

Duration
You should be able to complete this course within 18 months.

Certification
On successful completion of the course, you will receive a Certificate: Food and Beverage Service.

Career Opportunities
The qualification will enable you to pursue a career in:
- Food Service
- Restaurant Service
Certificate: 
Food and Beverage Control

Qualification: CertF&BControl (INTEC) NQF 4
SAQA ID: 14128
NQF Level 4
Credits 120

Description
The food and beverage industry is feeling the pressure of new food safety and compliance regulations, and establishments must demonstrate their commitment to the highest level of food quality possible. The important responsibilities of reporting, investigating and tracking actions to improve the control and planning of stock is critical to success in the hospitality industry. The Certificate: Food and Beverage Control comprises key skills such as communication, guest relations, and the significant knowledge required for an introduction to the hospitality industry and the control of food and beverage services.

Admission Requirements
Grade 9 (Std. 7) or equivalent or 2 years verifiable and relevant experience in a business environment.

Duration
You should be able to complete this course within 18 months.

Certification
On successful completion of the course, you will receive a Certificate: Food and Beverage Control.

Career Opportunities
The qualification will enable you to pursue a career in:
• Food Service
• Restaurant Service
• Food and Beverage Control
Certificate: Food and Beverage Management

Qualification: CertFBM (INTEC) NQF 5
SAQA ID: 21142
NQF Level 5
Credits 258

Description
The Certificate: Food and Beverage Management provides the relevant skills and competencies required for managerial and supervisory positions in the field of food and beverage preparation. Subject areas in this programme include Hospitality studies, Communication, Guest Relations, Food Hygiene and Safety, Purchasing, Control and Costing, Catering Theory, Food and Beverage Control, Food and Beverage Studies, Menu Planning and Nutrition. The programme also supports the development of management competency by means of focus areas such as Hospitality Management, Supervision and Training, Banqueting Management and Food and Beverage Management. In addition, Finances for Hotel accounting, computer literacy and Hotel Law makes this a well-rounded programme.

Admission Requirements
Grade 12 (Std. 10) or equivalent or 2 years verifiable and relevant experience in a business environment or the Supervision Certificate: Rooms Division Management or the Supervision Certificate: Food and Beverage Management or a Management Certificate: Rooms Division Management.
Certificate: Food and Beverage Management

Duration
You should be able to complete this course within 24 months.

Certification
On successful completion of the course, you will receive a Certificate: Food and Beverage Management.

Career Opportunities
The qualification will enable you to pursue a career in:
• Food Service Management
• Beverage Service Management
• Restaurant Management
• Banqueting Management
• Events Catering
Higher Certificate: Hotel Management

Qualification: CertHotMgt (INTEC) NQF 5
SAQA ID: 21146
NQF Level 5
Credits 344

Description
If you are interested in the hospitality industry and have a keen interest in management, the Higher Certificate: Hotel Management will enable you entry into managerial positions in the field of hospitality services. This qualification will develop the foundational skills and competencies required for task and people management including administration, marketing, financial management and effective planning, organising and control. Management skills are contextualised for the hospitality environment ensuring the ability to meet industry and operational expectations and requirements.

Admission Requirements
Grade 12 (Std. 10) or equivalent or 4 years verifiable and relevant working experience or Certificate: Rooms Division Management or the Certificate: Food and Beverage Management.

Duration
You should be able to complete this course within 36 months.

Certification
On successful completion of the course, you will receive a Higher Certificate: Hotel Management.

Career Opportunities
The student can pursue a career in:
• Hotel Administration
• Hotel Supervision
• Hotel Management
Diploma:
Hotel Management

Qualification: DipHotMngt (INTEC) NQF 6
SAQA ID: 21145
NQF Level 6
Credits 414

Description
If you are currently employed in the hospitality industry and are looking for opportunities to advance your career, the Diploma: Hotel Management will develop the knowledge and practical skills required to perform effectively in a supervisory or managerial capacity. The curriculum has been compiled, following consultative discussions with industry to ensure that industry standards are met and maintained. The qualification supports a wide variety of career opportunities in the field of hospitality management and provides a solid foundation in management disciplines including Administration, Human Resources and Financial Management.

Admission Requirements
Grade 12 (Std. 10) or equivalent or 4 years verifiable and relevant working experience.

Duration
You should be able to complete this course within 36 months.

Certification
On successful completion of the course, you will receive a Diploma: Hotel Management.

Career Opportunities
The student can pursue a career in:
• Hotel Administration
• Hotel Supervision
• Hotel Management