

# COMPANY PROFILE



TTBISA

THE TOURISM  
& BUSINESS  
INSTITUTE OF  
SOUTHERN AFRICA



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# COMPANY PROFILE

**The Tourism and Business Institute of Southern Africa** is an accredited Private College registered with 5 different Seta's with a B-BBEE recognition status Level 1. The Institute is affiliated and endorsed by the CIMA, UCT Institute of Development and Labour Law and City & Guilds. These affiliations allow for the Institute to offer training in various sectors and to ascribe to the highest levels of quality education and training. We have maintained a 100% excellence record and always received

positive feedback on the quality of our training and project management.

Since our inception in 2007 we have upskilled over 5000 students in a variety of courses for private companies, NPO's, government institutions and private students nationally.

All of our programmes are accredited or aligned with the South African Qualifications Authority (SAQA) and accredited with the relevant Seta's.

## SPECIALITY AREAS

- Hospitality & Tourism
- Wholesale & Retails
- Business
- Health & Safety
- SMME development
- Development of course material
- Project Management

## ACCREDITATIONS

The Institute is recognized and endorsed by the following institutions:

- Department of Higher Education as a Private College
- Umalusi
- CATHSSETA
- Services Seta
- Foodbev Seta
- W&R Seta
- MICT Seta
- The Institute of Development & Law, University of Cape Town
- MOU with Boland College



# TTBISA PROJECTS

## BUSINESS PRACTICE LEARNERSHIPS

- ◆ Wholesale and Retail Rural Learnerships – Informal Small Business Practice in Free State, N. Cape & Mpumalanga
- ◆ The Clothing Bank, national training provider – Informal Small Business Practice Learnerships
- ◆ Save It Group, Western Cape – Informal Small Business Practice
- ◆ First Business South Africa: New Venture Creation Bloekomos

## CONSULTING SERVICES

- ◆ Sun International, Worcester Casino – Consulting Services in Food and Beverage and Kitchen Development Services
- ◆ La Rocca Restaurant, Canal Walk – Consulting Services in Food and Beverage and Kitchen Operations
- ◆ Metrorail – variety of training interventions including Certificate in Labour Law for senior management, women supervisory development project and customer service



## HOSPITALITY LEARNERSHIPS

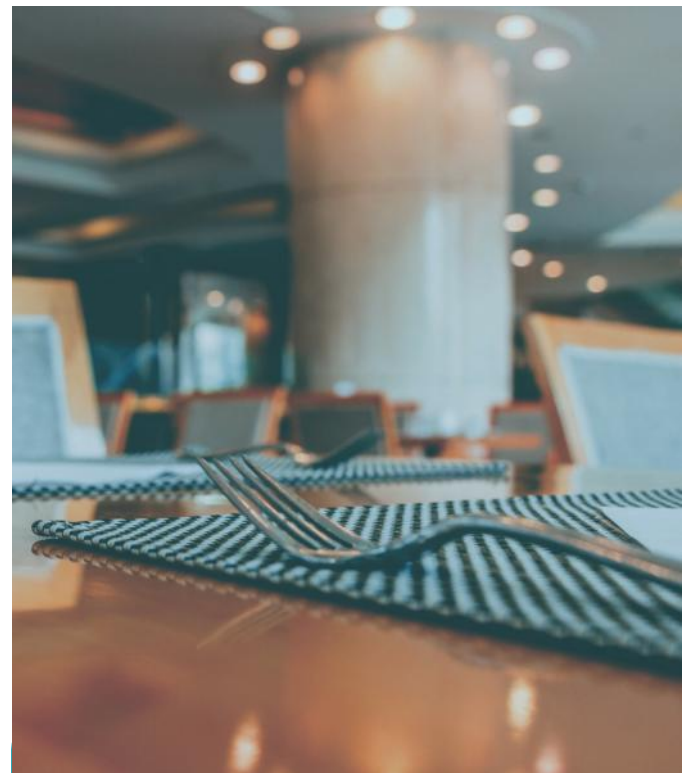
- ◆ Sun International Grandwest Casino and Entertainment World, Western Cape – Food and Beverage Services and Professional Cookery Learnerships
- ◆ Sun International Sibaya and Wild Coast in Kwazulu Natal – Reception Learnership
- ◆ Anix Group, Western Cape, Cathsseta Cape Flats Learnership Project
- ◆ Peermont Group, Gauteng – Hospitality various Learnerships
- ◆ Western Cape Department of Economic Development and Tourism – Professional Cookery Artisan Programme
- ◆ South African Disability Development Trust: National Hospitality Learnerships
- ◆ National waitron skills programmes including placements in all major hotel groups
- ◆ Rohloff Group t/a KFC – Management Development Programme
- ◆ National Department of Tourism – Food Safety Programme nationally
- ◆ National Department of Tourism – Fast Food learnerships
- ◆ National Department of Tourism – Tourism Safety Monitors
- ◆ National Department Environmental Affairs – Professional Cookery learnerships
- ◆ National Department Environmental Affairs – Bread and Confectionary baking learnerships
- ◆ National Department Environmental Affairs – Bread and baking skills programmes
- ◆ National Department Environmental Affairs – Assistant Chef skills programme
- ◆ Free State Development Corporation and UIF – Assistant Chef Skills programme

## GOVERNMENT OR PROVINCIAL PROJECTS

- ♦ Western Cape Department of Economic Development and Tourism – Work Readiness and Life Skills Training
- ♦ Western Cape Consumer Protector – Financial Literacy Training
- ♦ Programme/ Mentorship/ Lifeskills & Work Readiness
- ♦ Western Cape Department of Economic Development and Tourism: SMME/ Entrepreneurship Training
- ♦ Red Cross Hospital: Infection Control Prevention Training
- ♦ Karl Bremer Hospital: Infection Prevention Training, Assistant Chef Training, Kitchen Cleaning Training
- ♦ George Hospital: Kitchen Cleaner Training
- ♦ Alexandra Hospital: Assistant Chef Training
- ♦ Eerste River Hospital: Assistant Chef Training
- ♦ Stellenbosch Municipality: Customer Care Training
- ♦ Goodwood Correctional Services – Assistant Chef Training
- ♦ National Department of Tourism – Food Safety Programme nationally
- ♦ National Department of Tourism – Fast Food learnerships
- ♦ National Department of Tourism – Tourism Safety Monitors
- ♦ National Department Environmental Affairs – Professional Cookery learnerships
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## ADVANTAGES OF TTBISA AS SERVICE PROVIDER

- National footprint, TTBISA can offer training anywhere within South Africa
- Vast experience stemming from qualified and experienced staffing to course material that has been specifically created internally to meet Seta expectations
- BBEEE scorecard: we are a level One contributor
- Experienced project management team with a clear history of success
- Companies can access government funding via discretionary and mandatory grant funding, leading to tax allowances of up to R80 000 per learner
- Highly competitive training rates
- In house development team ensures training can be altered to specifically meet your needs.
- Our learner management system ensures all documentation, record keeping and reporting of learner progress and achievements is up to date and on hand for you to see at any time.
- We assess learners and implement Recognition of Prior Learning (RPL) to give credit for skills knowledge and experience gained through their working careers.
- We can adapt our training to meet your operational and/or trading schedule.



TTBISA can offer training anywhere within South Africa with their National Footprint.

## TTBISA STAFF

TTBISA comprises a unique group of professionals ranging from hotel managers, accountants and project managers to futurists. This team plans, implements and evaluates a wide range of projects and initiatives relating to the development of the communities that form the context of the intervention.

TTBISA has a strong project matrix organisational structure drawing on team member's strengths and thereby optimising delivery. Projects are supported through well-resourced Marketing and Communication, Finance, Information Technology and Human Resources Units.

To ensure continuity and fast paced delivery we request that all of our facilitators are accredited assessors with the relevant Seta. This serves the dual purpose of ensuring that learners get continuous, constructive, relevant feedback from their facilitator without delaying teaching by introducing a third person. Our internal moderator's are all accredited and have previous experience of moderation.

## MISSION

Through our experience, expertise and knowledge in the Business and Hospitality Industries, we will provide the finest and best teaching practice to enrich our learners.

We will create a harmonious environment that will attract dedicated and career-minded individuals to participate in our quest for the best service industry in Africa. We will provide a platform for every individual to develop their skills and potential to meet our markets requirements.

## SCOPE OF TRAINING OFFERED

*Please refer to detailed course catalogue*

Hospitality and Tourism Sector - courses ranging from Professional Cookery, Reception, Accommodation Services to Events. TTBISA has a wide range of qualifications, skills courses and individual unit standards.

Wholesale & Retail Sector – We have focused on SMME development with our offering of Informal Small Business Practice. We can also offer a variety of unit standards or short skills.

Business Sector – the focus of our qualifications with the Services Seta is specifically Business Administration, New Venture Creation, and Skills courses for front line staff.

Food Industry – we offer Bakery and Butchery training as well as various skills courses, including food safety training.

IT – under the MICT and Cathsseta we offer a variety of unit standards for entry level training.

## VISION

We will achieve the highest accolade for the best education and skill development provider in our industry.

## VALUES

- Honesty
- Integrity
- Trust
- Humility



# REFERENCES / QUOTES

“TTBISA is the employer of choice, this is in relation to good cooperate governance and structures in place. They ensure employees growth and freedom to express ideas as training need one to always come up with new ideas to ensure relevance. TTBISA allows facilitators to build relationships with employers and maintain high level of integrity.

In terms of training quality, material used and content covered enables the learners to learn best industry practices and adapt easily in the working environment. To measure impact and

“I have been working with TTBISA for the past 4 years on various projects. These projects include short 1 day programmes as well as full qualifications. I have found them to be very efficient and focussed at delivering excellence in training and assessments as well as ensuring all administrative processes. TTBISA provides very good

adapt easily in the working environment. To measure impact and quality, in one of my training sites through quality of training provided trainees have received excellent feedback from guests and are now able to work independently. Impact of training provided is not measured by results of learners completing programme successfully but being employable, and this has been achieved with employers showing interest in retaining some of my students after the programme is over.”

**NONTOBEKO HADEBE**  
**FACILITATOR/ASSESSOR/MODERATOR**

support to its staff (permanent and freelance) and is a joy to work with. The staff are all approachable from the cleaners to the COO and CEO. I can recommend them as a service provider and partner in education.”

**NICO ZEELIE**  
**FACILITATOR/ASSESSOR/MODERATOR**

“The Institute of Development and Labour Law, University of Cape Town, through me, Prof Evance Kalula, has been collaborating with The Tourism and Business Institute of Southern Africa (TTBISA).

We have collaborated on numerous projects including labour law training and several other projects which are mutually beneficial to both TTBISA and University of Cape Town.

We are inspired by the Academy and its excellent work. Above all, we believe that the Academy really does fulfil its objective of providing the finest and best teaching practice to enrich their learners.”

**PROFESSOR EVANCE KALULA**  
**PROFESSOR & DIRECTOR**  
**INSTITUTE OF DEVELOPMENT & LABOUR LAW**  
**UNIVERSITY OF CAPE TOWN**

**TTBISA is...**



# REFERENCE / QUOTES

“TTBISA's management and employees have implemented training and development with high levels of professionalism, compassion and empathy.

TTBISA approaches training and development of learners as the core function of their business. The learners' needs are taken seriously throughout the training and development process.

TTBISA keeps up with current trends in the relevant industry, thereby ensuring that their learners are capacitated with current and valid skills that can lead to employment or self-employment. This is done through the cultivation of good relationships with potential employers and industry leaders.

As a moderator, my working relationship with TTBISA has given me a lot of confidence in terms of the ETD Practices for the improvement and empowerment of the learner. The TTBISA does this by providing the learner with the following:

- Quality training both theoretical and practical
- Industry driven skills and knowledge
- Mentorship of learners in the workplace and classroom environment

TTBISA management have undertaken to ensure that all stakeholders in the training and development process are supported by providing them with the following:

- Mentorship of their facilitators and assessors (internal and sub-contracted)
- Industry exposure where necessary
- Training material that is developed in line with NQF and Adult Learning Principles
- Well developed assessment tools that comply with good assessment principles.

I would like to take this opportunity to congratulate The TTBISA team on their commitment to training and development of learners.”

**SAMANTHA MILES DE VYVER**  
**EXTERNAL MODERATOR**  
**FOODBEV SETA**

“Excellent work, motivational skills, convincing skills, negotiation skills  
WIN-WIN!!!!

This is the most wonderful news of the Month!!! Young people gracing the YOUTH MONTH by implementing the core of this Qualification within 3 months into the programme!!!!.

Thank you Zakiyya for improving the lives of disadvantaged people of the Northern Cape who are now legally trading businesswomen and businessmen!!! ”

**JOYCE MPONGOSHE**  
**RURAL DEVELOPMENT AND CO-OPERATIVE DEVELOPMENT**  
**WR SETA**





# REFERENCE / QUOTES



## THE CLOTHING BANK

The Clothing Bank is proud to be have TTBISA as its training service provider for the Informal Small Business Practice Programme (ISBP). Our relationship began with TTBISA in 2013 where they went the extra mile to assist our students to complete their New Venture Creation (NVC) Learnership after our existing service provider let us down. Through this process we observed their pro-active management style and were very impressed by the experience and work ethic of their facilitators and administrators. It became evident to us through offering the NVC qualification that the NVC course was not that appropriate for our target beneficiaries who are all informal traders. Through active engagement with Zakiyya and her team we decided to offer our beneficiaries a more relevant qualification and her team were very quick to respond to this need by developing and accrediting the ISBP course.

In 2014, 102 women completed the ISBP qualification and we are very pleased with the feedback from the women who completed the course. They gave us excellent feedback on the quality of the facilitators and felt well supported along their journey. We have seen considerable growth in them not only in their businesses but also on a more personal level with many of them expressing a desire to study further which is testimony to how they valued the TTBISA experience and the course.

We have always found Zakiyya and her team to be extremely professional, always looking for ways to improve their courses and very open to new ideas. We have enrolled a further 139 learners in the ISBP for 2015.

Yours sincerely



Tracey Chambers  
CEO

# SKILLS DEVELOPMENT COMPLIANCE & TAX INCENTIVES

Recent changes in South African taxation laws requires all businesses who are registered with SARS for employees' tax purposes to also be registered with SARS for skills development, irrespective of whether they are excluded from paying the levy. Further changes in the BEE codes stipulates that all companies must comply to all elements of the BEE scorecard with skills development one of the three priority elements. A lot of focus is therefore placed on skills development for businesses across all industries.

The South African Government has however put in place Employment Tax Incentives (ETI) for those businesses that comply to the Skills Development Act. One such incentive is for learnerships, which is classified as Category C or D training on the Learner Programme Matrix (LPM).

South African taxation laws makes provision for a deduction to an employer in addition to any other deductions allowable for any registered learnership agreement. Two types of deductions are allowable: an annual allowance, to which the employer is entitled in any year of assessment in which a learner is a party to a registered learnership agreement; and a completion allowance during any year of assessment in which the learner successfully completes the learnership.



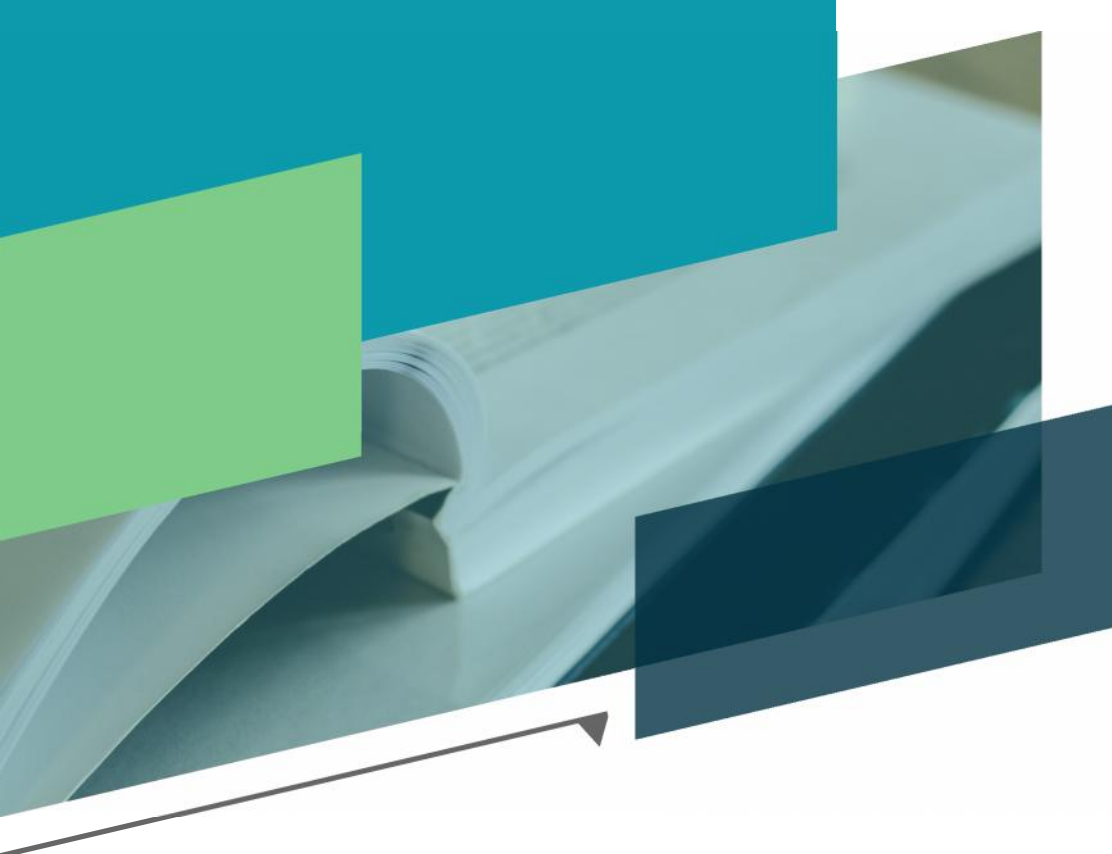
A “registered learnership agreement” comprises an agreement registered in accordance with the Skills Development Act and entered into between the learner and the employer. The allowances are up to R80 000.

It is therefore possible to comply to the priority BEE scorecard element of skills development and qualify for a tax rebate if your business implements training. In addition, if you contract an accredited private service provider rather than doing in-house training, your business can claim the full cost of the service provider as part of your training spend versus only 15% of the spend for in-house training.

At TTBISA we make it easy for you to not only comply with the skills development element of the BEE scorecard but also to benefit from the tax incentive. Our SETA accredited learnership qualifications meets all the requirements to benefit from the maximum possible tax deduction. We can do all the work and paperwork for you, including recruiting an unemployed, community member. By absorbing the learner into your company at the end of the learnership you are able to score the maximum possible points on the BEE scorecard in addition to qualifying for a SARS tax deduction.

“Through our experience, expertise and knowledge in the Tourism and Business industries, we are providing the finest and best teaching practice to enrich our learners to become best managers.”





IF YOU HAVE ANY QUERIES, KINDLY CONTACT THE INSTITUTE:

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