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Date: 03/05/2022

Organisation: Training Force (Pty) Ltd

Contact Details: 081 546 1096

Email: romeldal@trainingforce.co.za

Your Reference: 613/R/000179/2010

(Provider Accreditation number)

Our Reference: DIMPHO PHUNGWAYO

Dear Romelda Loff

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 **Training Force (Pty) Ltd** that it has been awarded the status Accreditation as a provider for the period **14/03/2022 to 13/03/2024** or for the lifespan of the unit standards, subject to prevailing legislation.

Training Force (Pty) Ltd has been accredited to offer the following programmes:

SAQA ID/ CATHSSETA	Title(s)	Level	Programme Type
GAM/CASCASH/3/00 94	Casino Cashier	NQF Level 03	Skills Programme
GAM/CASDEAL/3/00 93	Casino Dealer	NQF Level 03	Skills Programme
14110	National Certificate: Accommodation Services	NQF Level: 02	Full Qualification
14113	National Certificate: Food and Beverage Services	Level: TBA: Pre- 2009 was L4	Full Qualification
23833	National Certificate: Business Administration Services	NQF Level: 02	Full Qualification
59098	Further Education and Training Certificate: Gaming Supervision	NQF Level: 04	Full Qualification
59201	National Certificate: Generic Management	Level: TBA: Pre- 2009 was L5	Full Qualification
59790	Further Education and Training Certificate: Hospitality Reception	NQF Level: 04	Full Qualification
61595	Further Education and Training Certificate: Business Administration Services	NQF Level: 04	Full Qualification

SAQA ID/ CATHSSETA	Title(s)	Level	Programme Type
63269	National Certificate: Gaming Operations	NQF Level: 03	Full Qualification
67465	National Certificate: Business Administration Services	NQF Level: 03	Full Qualification
14111	National Certificate: Professional Cookery	Level: TBA: Pre-2009 was L4	Full Qualification
71490	National Certificate: Contact Centre Support	NQF Level: 02	Full Qualification
93993	National Certificate: Labour Relations Practice	NQF Level: 05	Full Qualification
14115	National Certificate: Fast Food Services	NQF Level: 03	Full Qualification
7760	Provide a drink service for licensed premises	NQF Level: 03	Unit Standard
119457	Interpret and use information from texts	NQF Level: 03	Unit Standard
119459	Write/present/sign for a wide range of contexts	NQF Level: 04	Unit Standard
119462	Engage in sustained oral/signed communication and evaluate spoken/signed texts	NQF Level: 04	Unit Standard
119465	Write/present/sign texts for a range of communicative contexts	NQF Level: 03	Unit Standard
119467	Use language and communication in occupational learning programmes	NQF Level: 03	Unit Standard
119469	Read/view, analyse and respond to a variety of texts	NQF Level: 04	Unit Standard
119471	Use language and communication in occupational learning programmes	NQF Level: 04	Unit Standard
119472	Accommodate audience and context needs in oral/signed communication	NQF Level: 03	Unit Standard
7468	Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues	NQF Level: 04	Unit Standard
7796	Maintain a secure working environment	NQF Level: 03	Unit Standard
9015	Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems	NQF Level: 04	Unit Standard
9016	Represent analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts	NQF Level: 04	Unit Standard
7706	Maintain a Booking System	NQF Level: 03	Unit Standard
7829	Handle and record refunds	NQF Level: 03	Unit Standard
7743	Accept and store food deliveries	NQF Level: 04	Unit Standard
7815	Apply for a job or work experience placement	NQF Level: 03	Unit Standard

SAQA ID/ CATHSSETA	Title(s)	Level	Programme Type
7751	Clean and store crockery and cutlery	NQF Level: 02	Unit Standard
7749	Clean food production areas and equipment	NQF Level: 02	Unit Standard
7816	Clean food production areas, equipment and utensils	NQF Level: 02	Unit Standard
7794	Communicate verbally	NQF Level: 03	Unit Standard
7818	Conduct on-the-job coaching	Level: TBA: Pre-2009 was L5	Unit Standard
7817	Cook-chill foods	NQF Level: 03	Unit Standard
7819	Cook-freeze foods	NQF Level: 03	Unit Standard
7793	Describe layout, services and facilities of the organisation	NQF Level: 02	Unit Standard
7801	Describe the sectors of the Hospitality, Travel and Tourism Industries	NQF Level: 02	Unit Standard
7850	Develop and implement new recipes and menus	NQF Level: 05	Unit Standard
7821	Develop self within the job role	NQF Level: 04	Unit Standard
7791	Display cultural awareness in dealing with customers and colleagues	NQF Level: 04	Unit Standard
7705	Handle and maintain knives	NQF Level: 02	Unit Standard
7717	Handle and maintain utensils and equipment	NQF Level: 02	Unit Standard
7748	Handle and store food	NQF Level: 02	Unit Standard
14754	Handle and store food	NQF Level: 03	Unit Standard
7813	Identify work opportunities	NQF Level: 02	Unit Standard
7799	Maintain a safe working environment	NQF Level: 02	Unit Standard
7847	Maintain and promote food hygiene in the kitchen	NQF Level: 05	Unit Standard
11235	Maintain effective working relationships with other members of staff	NQF Level: 03	Unit Standard
7843	Maintain food production operations	NQF Level: 05	Unit Standard
7851	Maintain food production quality control systems, procedures and specifications	NQF Level: 05	Unit Standard
7800	Maintain health, hygiene and a professional appearance	NQF Level: 01	Unit Standard

SAQA ID/ CATHSSETA	Title(s)	Level	Programme Type
7637	Maintain hygiene in food preparation, cooking and storage	NQF Level: 03	Unit Standard
7858	Maintain supply levels	NQF Level: 05	Unit Standard
7845	Maintain the cleaning programme for kitchen areas and equipment	Level: TBA: Pre-2009 was L5	Unit Standard
7846	Maintain the cleaning programme for own area of responsibility	NQF Level: 04	Unit Standard
7839	Maintain the receipt, storage and issue of goods	NQF Level: 04	Unit Standard
7873	Manage one`s own development	NQF Level: 04	Unit Standard
7812	Perform basic calculations	NQF Level: 02	Unit Standard
7841	Plan staff training and development in own area of responsibility	NQF Level: 04	Unit Standard
7740	Prepare and clear areas for table service	NQF Level: 03	Unit Standard
7755	Prepare and cook basic cold and hot desserts	NQF Level: 04	Unit Standard
7766	Prepare and cook basic dough products	NQF Level: 03	Unit Standard
7802	Prepare and cook basic egg dishes	NQF Level: 02	Unit Standard
7754	Prepare and cook basic fish dishes	NQF Level: 03	Unit Standard
7809	Prepare and cook basic fruit dishes	NQF Level: 02	Unit Standard
7728	Prepare and cook basic meat, poultry, game or offal dishes	NQF Level: 04	Unit Standard
7805	Prepare and cook basic pasta dishes	NQF Level: 02	Unit Standard
7768	Prepare and cook basic pastry dishes	NQF Level: 03	Unit Standard
7759	Prepare and cook basic pulse dishes	NQF Level: 02	Unit Standard
7762	Prepare and cook basic rice dishes	NQF Level: 02	Unit Standard
7757	Prepare and cook basic sauces and soups	NQF Level: 03	Unit Standard
7807	Prepare and cook basic shellfish dishes	NQF Level: 02	Unit Standard
7811	Prepare and cook basic vegetable protein dishes	NQF Level: 02	Unit Standard
7810	Prepare and cook starch	NQF Level: 02	Unit Standard

SAQA ID/ CATHSSETA	Title(s)	Level	Programme Type
7808	Prepare and cook vegetables for basic hot and cold dishes	NQF Level: 02	Unit Standard
7806	Prepare and present food for cold presentation	NQF Level: 03	Unit Standard
7661	Prepare cold and hot sandwiches and rolls	NQF Level: 02	Unit Standard
7659	Prepare fruit for hot and cold dishes	NQF Level: 02	Unit Standard
7660	Prepare vegetables for hot and cold dishes	NQF Level: 02	Unit Standard
7822	Prepare written communications	NQF Level: 04	Unit Standard
7772	Prepare, bake and decorate basic cakes and biscuits	NQF Level: 03	Unit Standard
7842	Prepare, cook and finish fresh pasta dishes	NQF Level: 03	Unit Standard
7790	Process incoming and outgoing telephone calls	NQF Level: 03	Unit Standard
7745	Provide a carvery/buffet service	NQF Level: 03	Unit Standard
7744	Provide a table drink service	NQF Level: 03	Unit Standard
7742	Provide a table service	NQF Level: 03	Unit Standard
7823	Provide cook-freeze or cook-chill food service to clients	NQF Level: 03	Unit Standard
7789	Provide Customer Service	NQF Level: 04	Unit Standard
7854	Provide First Aid	NQF Level: 04	Unit Standard
7827	Source information about self-employment opportunities	NQF Level: 04	Unit Standard
119463	Access and use information from texts	NQF Level: 02	Unit Standard
9009	Apply basic knowledge of statistics and probability to influence the use of data and procedures in order to investigate life related problems	NQF Level: 02	Unit Standard
13884	Apply in-bound and out-bound Contact Centre operations within an emergency context	NQF Level: 03	Unit Standard
10358	Apply in-bound Contact Centre Operations within a commercial environment	NQF Level: 02	Unit Standard
13883	Apply out-bound Contact Centre Operations within a commercial environment	NQF Level: 03	Unit Standard
10350	Collect and record information queries and requests from customers	NQF Level: 02	Unit Standard
10354	Contribute to a diverse working environment in a Contact Centre	NQF Level: 02	Unit Standard

SAQA ID/ CATHSSETA	Title(s)	Level	Programme Type
7480	Demonstrate understanding of rational and irrational numbers and number systems	NQF Level: 02	Unit Standard
13886	Gather and provide relevant information to contribute to contact centre problem solving	NQF Level: 03	Unit Standard
13873	Handle a range of customer complaints in Contact Centres	NQF Level: 04	Unit Standard
10348	Identify and respond to customer needs in a Contact Centre	NQF Level: 02	Unit Standard
9008	Identify, describe, compare, classify, explore shape and motion in 2-and 3-dimensional shapes in different contexts	NQF Level: 02	Unit Standard
10349	Input data received onto appropriate computer packages within a Contact Centre	NQF Level: 02	Unit Standard
13872	Instil in myself a personal Contact Centre culture	NQF Level: 04	Unit Standard
119454	Maintain and adapt oral/signed communication	NQF Level: 02	Unit Standard
10353	Meet performance standards within a Contact Centre	NQF Level: 02	Unit Standard
13885	Provide information to customers in a Contact Centre	NQF Level: 02	Unit Standard
8967	Use language and communication in occupational learning programmes	NQF Level: 02	Unit Standard
7469	Use mathematics to investigate and monitor the financial aspects of personal and community life	NQF Level: 02	Unit Standard
13874	Work as a member of a Contact Centre Team	NQF Level: 04	Unit Standard
9007	Work with a range of patterns and functions and solve problems	NQF Level: 02	Unit Standard
119456	Write/present for a defined context	NQF Level: 02	Unit Standard
8662	Analyse and communicate workplace data	Level: TBA: Pre-2009 was L5	Unit Standard
114272	Analyse complaints and reports relating to referred disputes and select appropriate resolution process	Level: TBA: Pre-2009 was L5	Unit Standard
337082	Apply labour dispute prevention approaches	Level: TBA: Pre-2009 was L6	Unit Standard
264403	Apply problem-solving techniques to make decisions on a multi-faceted problem	Level: TBA: Pre-2009 was L6	Unit Standard
8647	Apply workplace communication skills	Level: TBA: Pre-2009 was L5	Unit Standard
255514	Conduct a disciplinary hearing	Level: TBA: Pre-2009 was L5	Unit Standard
114229	Conduct a pre-conciliation by telephone in terms of the CCMA rules	Level: TBA: Pre-2009 was L5	Unit Standard
117848	Conduct mediation in situations that require advanced skills	Level: TBA: Pre-2009 was L5	Unit Standard

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117853	Conduct negotiations to deal with conflict situations	Level: TBA: Pre-2009 was L5	Unit Standard
8555	Contribute to information distribution regarding HIV/AIDS in the workplace	NQF Level: 04	Unit Standard
8648	Demonstrate an understanding of professional values and ethics	Level: TBA: Pre-2009 was L5	Unit Standard
114228	Demonstrate and apply an understanding of bargaining council rules	Level: TBA: Pre-2009 was L5	Unit Standard
114274	Demonstrate and apply an understanding of the Basic Conditions of Employment Act (Act 75 of 1997)	Level: TBA: Pre-2009 was L5	Unit Standard
114224	Demonstrate and apply an understanding of the CCMA rules	Level: TBA: Pre-2009 was L5	Unit Standard
114278	Demonstrate and apply an understanding of the Labour Relations Act (Act 66 of 1995)	Level: TBA: Pre-2009 was L5	Unit Standard
114273	Demonstrate and apply an understanding of the Labour Relations Act with respect to Collective Agreements and Bargaining Councils	Level: TBA: Pre-2009 was L5	Unit Standard
13952	Demonstrate basic understanding of the Primary labour legislation that impacts on a business unit	NQF Level: 04	Unit Standard
10377	Demonstrate knowledge and insight into the Compensation for Occupational Injury and Disease Act 130 of 1993 (COIDA)	NQF Level: 04	Unit Standard
114227	Demonstrate understanding of the transformative elements of the HRD legislation	Level: TBA: Pre-2009 was L5	Unit Standard
8664	Examine social features as pertaining to the workplace	Level: TBA: Pre-2009 was L5	Unit Standard
12139	Facilitate the resolution of employee grievances	Level: TBA: Pre-2009 was L6	Unit Standard
10054	Identify and manage areas of customer service impact	Level: TBA: Pre-2009 was L5	Unit Standard
15226	Implement systems to meet the flow of information in a team, department or division	Level: TBA: Pre-2009 was L5	Unit Standard
11286	Institute disciplinary action	Level: TBA: Pre-2009 was L5	Unit Standard
114307	Interpret and apply collective agreements	Level: TBA: Pre-2009 was L5	Unit Standard
114226	Interpret and manage conflicts within the workplace	Level: TBA: Pre-2009 was L5	Unit Standard
376119	Interpret unfair dismissal in terms of Labour Relations Legislation	Level: TBA: Pre-2009 was L6	Unit Standard
10053	Manage customer requirements and needs and implement action plans	Level: TBA: Pre-2009 was L5	Unit Standard
114230	Operate the case management process	Level: TBA: Pre-2009 was L5	Unit Standard
114225	Screen and allocate referrals	Level: TBA: Pre-2009 was L5	Unit Standard
264409	Use negotiation in multi-faceted situations to achieve the objectives of a function	Level: TBA: Pre-2009 was L6	Unit Standard

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12153	Use the writing process to compose texts required in the business environment	NQF Level: 04	Unit Standard
7782	Analyse a business and determine the way it functions	NQF Level: 04	Unit Standard
7767	Clean and restock vending machines	NQF Level: 03	Unit Standard
7707	Clean cutting equipment	NQF Level: 02	Unit Standard
7784	Communicate in a business environment	NQF Level: 04	Unit Standard
7844	Contribute to the identification of short term supply needs	NQF Level: 04	Unit Standard
7785	Function in a business environment	NQF Level: 03	Unit Standard
7612	Handle and dispose of waste	NQF Level: 02	Unit Standard
7608	Handle and store cleaning equipment and materials	NQF Level: 02	Unit Standard
7792	Maintain data in a computer system	NQF Level: 02	Unit Standard
7868	Monitor and maintain health, safety and security	Level: TBA: Pre-2009 was L5	Unit Standard
7836	Monitor customer satisfaction	NQF Level: 04	Unit Standard
7786	Operate a Computer	NQF Level: 03	Unit Standard
7820	Operate a payment point and process payments	NQF Level: 03	Unit Standard
7866	Plan, organise and monitor work in own area of responsibility	Level: TBA: Pre-2009 was L5	Unit Standard
7697	Prepare and bake food	NQF Level: 02	Unit Standard
7701	Prepare and boil, poach or steam foods	NQF Level: 02	Unit Standard
7732	Prepare and clear areas for counter service	NQF Level: 02	Unit Standard
14577	Prepare and clear areas for table service	NQF Level: 02	Unit Standard
7733	Prepare and clear areas for take-away service	NQF Level: 02	Unit Standard
7678	Prepare and cook battered fish and chipped potatoes	NQF Level: 02	Unit Standard
7704	Prepare and finish reconstituted food	NQF Level: 02	Unit Standard
7664	Prepare and fry food	NQF Level: 02	Unit Standard

SAQA ID/ CATHSSETA	Title(s)	Level	Programme Type
7665	Prepare and grill food	NQF Level: 02	Unit Standard
7662	Prepare and microwave food	NQF Level: 02	Unit Standard
7679	Prepare, assemble and cook pizza products	NQF Level: 03	Unit Standard
7677	Prepare, cook and assemble food for quick service	NQF Level: 02	Unit Standard
7699	Prepare, cook and assemble hot filled baked potatoes	NQF Level: 02	Unit Standard
7741	Prepare, cook and present coated chicken	NQF Level: 03	Unit Standard
7788	Process payments	Level: TBA: Pre-2009 was L5	Unit Standard
7761	Provide a counter service	NQF Level: 03	Unit Standard
7763	Provide a take-away service	NQF Level: 03	Unit Standard
7787	Sell products or services	Level: TBA: Pre-2009 was L5	Unit Standard

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

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