

WESTERN CAPE TOURISM NEWSLETTER

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Message from the Provincial Registrar

On 23 March 2022 the National Department of Tourism commemorated International Tourist Guide Day. I want to use the opportunity that this occasion presents to reach out to you, the tourist guiding community of the Western Cape.

I realise that the past two years have been challenging and that the industry has experienced great hardships. Lives and livelihoods have been lost. Even in our office, we have lost loved ones, colleagues, and friends.

I'm sure that at times it must have felt as if the industry had been abandoned by government, and sometimes even, by this office. In recognition of this, I would like to give you an update on some of the initiatives we're implementing to improve the services offered by the Tourist Guide Registration Office.

As much as we regularly engage industry bodies and have good relations, including with the Cape Tourist Guides Association, the National Federation of Tourist Guides & Affiliates, the Southern Africa Tourism Services Association, and regional and local tourism bodies, we realize that not all guides are members of these structures.

We, therefore, hope that this newsletter will provide some useful information that will assist you in making use of our services as efficiently as possible.

Lastly, we urge you to participate in our industry survey which will assist the Western Cape Government in better understanding the challenges and needs of the industry.

As always, we continue to strive to uphold the provincial values of care, competence, accountability, integrity, innovation, and responsiveness in our dealings with you.

Take care and be safe,

Hantie Nelson

Acting Deputy-Director: Tourism Regulations & Provincial Registrar of Tourist Guides

Contacting the office for assistance

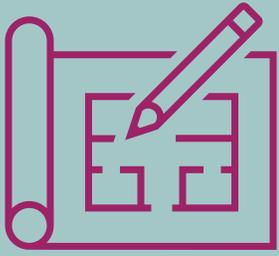
Due to staff changes, we recommend that you contact the office at the below contacts:

Telephone : 021 433 9008 / 2960

E-mail

Registrar.Registrar@westerncape.gov.za

You can also visit our [website](#) for updates on staff contact details.



Industry Survey: The State of Tourist Guiding in the Western Cape



21 February 2022 was International Tourist Guide Day. To mark this event, the Western Cape Department of Economic Development and Tourism is conducting research on the state of guiding in the province.

If you are currently, or were in the past, registered as a tourist guide with the Western Cape Tourist Guide Registration Office, please can you spare 10 - 15 minutes of your time to complete this survey.

To participate click [here](#).

The survey is completely anonymous and no personal information is requested, captured, or reported on.

National Tourist Guide Relief Fund

As you are aware, the National Tourist Guide Relief Fund (NTGRF) was an initiative of the National Department of Tourism (NDT) implemented in 2020/21. Provincial Registrars were requested to provide a list of registered tourist guides in each province. The register for the Western Cape was subsequently prepared and submitted in batches to NDT which then conducted further verifications, including liaising with the Department of Employment and Labour and the Unemployment Insurance Fund (UIF). According to NDT, **2 039 tourist guides** from the Western Cape were successfully approved for payments.



Improving the Western Cape Tourist Guide Office Register



By far the vast majority of complaints received regarding the NTGRF from tourist guides by this office related to cases where national records showed guides as being incorrectly registered for UIF. Sadly, neither our office nor the Office of the National Registrar at NDT was able to resolve these queries as the UIF falls under the ultimate authority of the Department of Employment and Labour.

Be that as it may, we are determined to correct what is in our control. Some errors that we identified or were brought to our attention included duplicate records on our register, incorrect identity or mobile numbers etc.

This, coupled with recent findings and recommendations made by the Auditor-General of South Africa to NDT, we've instituted measures to correct the reliability of the data captured on the Western Cape Tourist Guide Register. We are also working closely with the office of the National Registrar to develop and implement new Standard Operating Procedures (SOPs) which will ensure uniformity around the country in respect to the management of provincial registers.



Online Registration System

It is partly in response to the above, that we took the decision in 2020 to introduce an online registration and application process. This forms part of a wider initiative of the Western Cape Government to make services available to citizens online via a single portal.

The online system ensures that human error is minimised and that records are digitally secured and protected. The system also means that personal records are no longer handled physically at our offices which results in the improved protection of your personal information.

While we acknowledge that the roll out of the system has not always been smooth, we wish to thank tourist guides who are making use of the service and who have provided suggestions on improvements.

Since the start of this financial year in April 2021, 503 renewal applications and new registrations were submitted and approved on the system. In total, the records of more than 1,000 tourist guides have been captured on the system to date.

As of 31 March 2022, we will completely discontinue the old manual registration system.

We are currently experiencing a backlog of registrations and renewals due to an increase in the volume of applications received over the past three months and the Tourist Guide Registrar having been medically incapacitated for a few weeks. Unfortunately, national legislation specifies that only the Registrar is able to approve applications and this function can therefore not be delegated to other staff. We are working hard to address the backlog and appreciate your understanding.



How to apply online

As a first step, you need to create a user account on the Western Cape Customer Service Portal. You can access and register by clicking here [\[https://westerncapegov.custhelp.com/app/utils/create_account/redirect/\]](https://westerncapegov.custhelp.com/app/utils/create_account/redirect/)

Important: Please note down your username and password as you will need to log into the system again to apply for your tourist guide permit. Keep it safe for future reference.

To register and apply for your tourist guide permit, log into the system and then select the “Apply” option, then “Permits” and then “Tourist Guide”.

Click here to visit the tourist guide landing page to log into the system [\[https://westerncapegov.custhelp.com/app/tourlandingpage\]](https://westerncapegov.custhelp.com/app/tourlandingpage)



In order to ensure that your documents are up to date on our records, you will be asked to upload copies of your records in compliance with the national regulations.

Have you used the online system recently? Tell us about your experience by completing this [survey](#).

Illegal Guiding Inspections

Although our staff complement is small (we have three permanently appointed staff members at present), we endeavour to undertake monthly inspections at prominent tourist attractions to counter illegal guiding. Over the past few months we have encountered a number of tourist guides' whose registrations and cards are no longer valid. If your registration has lapsed we urge you to apply for your renewal as soon as possible by using the online registration system.

We also invite you to log complaints about illegal guiding at Registrar.Registrar@westerncape.gov.za

Recognition of Prior Learning (RPL)

We wish to remind you, that tourist guides who have been RPL assessed need to provide evidence of their assessment as well as a CATHSSETA certificate or CATHSSETA letter of competency for their applications to be processed and approved.

Temporary discontinuation of the tourist guide search function

At present, we publish a list of registered tourist guides on the Western Cape Government website. Due to concerns regarding the protection of personal information, we, unfortunately, need to deactivate this service as a temporary measure. We will be in contact once we have developed a new solution that is compliant with POPIA. In the meantime, your clients can contact us for a letter to confirm your status at:

Tel: 021 483 9008 / 2960

Email: Registrar.Registrar@westerncape.gov.za

Collection of original certificates

Tourist guides are urged to request and collect any original certificates (such as training certificates) from the office, as DEDAT is embarking on a process of destroying archives in order to protect sensitive personal information. We remind the industry that the Office is not responsible for storing original personal records on behalf of tourist guides.