

INTAC staff contact details

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INTAC-Integrated Nature-Based Tourism and Conservation

INTAC is a three-and-a-half year project to train 6 500 people from communities adjacent to and inside nature based tourism development areas with a view to improving socio-economic conditions in these communities.

The training will be nature based tourism – e.g. tourist guiding, customer service, small accommodation management, front-of-house, reception, food preparation and cooking, etc. – and conservation management – e.g. infrastructure maintenance, ecological management, alien plant control, veld burning, etc. Research was undertaken during the initial stages of the project to identify the most appropriate training for each areas in which the project will operate.

INTAC, in conjunction with the Department of Labour and local structures, has developed a learner selection process with criteria for selection of learners.

Who is being trained?

Training delivery will focus on four groups of people (or “labour market segments”) – namely:

- the non-employed (40%)
- new SMME tourism businesses (2%)
- existing tourism and conservation businesses (40%)
- community leadership and public management authorities who are directly involved at project sites (18%)

Where is the training taking place?

INTAC is cooperating with established initiatives working in specific sites to promote development and employment. The pilot phase of the project (from April – September 2003) will be implemented at ten pilot phases in seven of the nine provinces in South Africa.

How is the project funded?

The project is funded by the Department of Labour’s National Skills Fund and is managed by THETA, the Sector Education and Training Authority (SETA) for the Tourism, Hospitality & Sport sectors.

What are the project’s goals?

In summary, board goals of INTAC are as follows:



Conservation learners in discussion about management plans

- To support the expanding nature –based tourism industry in South Africa with relevant, focused skills development in the fields of tourism, hospitality and conservation management, that will enable previously unemployed people to take up employment opportunities in the Trans Frontier Conservation Areas, biospheres, expanding national parks and tourism routes. The aim is to increase local incomes and to improve the medium to long-term socio-economic situation for these communities abutting / inside these nature based tourism development areas.

- To strengthen existing small, medium and micro tourism enterprise (SMME’s), as well as the establishment of a small number of ‘new’ tourism businesses through SMME training and mentorship

- To support the development of emerging tourism and conservation management training providers within the provinces.

Success Stories



Waterberg site

- 11 learners have been employed as Tourist Guides
- 5 employed as House keepers
- 7 employed as Receptionists

Eastern Cape North - Thunga-thunga and River Rangers

- 20 Hospitality learners have been placed at various B&B's within Alice, East London and Umtata e.g. Sangweni Lodge in Alice, Mak & Mak B& B, Bawa falls and many other B& B's within the areas.

Blyderivierspoort and Great Limpopo TFCA

- 29 Tourist Guiding learners are operating as SMMEs
- 2 Receptionist learners in Great Limpopo TFCA are currently employed.

Madikwe

- 30 learners have been employed in the Hospitality industry.

Eastern Cape South - Addo National Park

- 8 learners have been employed in the Hospitality industry

Emerging Training Providers

- 30 PDI sub-contractors have been trained and are currently being developed in the five main areas of training:
 - Conservation 5 (3 Eastern Cape, 1 Mpumalanga, 1 Northern Province)
 - Tourist Guiding 6 (3 Limpopo, 2 Mpumalanga and 1 Pretoria)
 - SMME 8 (1 Umtata, 1 Addo, 1 Queenstown, 1 Clarens, 1 Hoedspruit, 1 Nkuhlu, 1 White River, 1 Nelspruit)
 - Hospitality 9 (3 Eastern Cape, 1 Madikwe, 1 St Lucia, 4 Blyde)
 - ABET 2 (Waterberg)

Two SMME learners have achieved accolades

- Pam Mohammed (Owner of PM Motel in Bisho) won the *Emerging Tourism Entrepreneur Of The Year award 2003* for Eastern Cape.
- Hendrik Bot (Owner of Klipkolk Lodge in the Kgalagadi TFCA) won the *Emerging Tourism Entrepreneur Of The Year award 2003* For the Northern Cape.

What is the INTAC Project?

INTAC is funded by the Department of Labour's National Skills Fund project. The aim is to train 6500 people and currently 770 learners have been trained. There are still 5000 learners that need to be trained from November 2003 until the end of the project i.e. July 2005.

How to get involved

Interested parties should contact the regional coordinators at site.

Areas of training

There are four main areas of training:

Conservation Management

Tourist Guiding

Hospitality

SMME

And ABET running across all four areas.

Target beneficiaries are

- Employed learners within existing tourism and conservation businesses
- Community leaders/ management authorities (e.g CPPP's)
- Non-employed learners within the project sites
- Learners and owners of start-up tourism

Training Targets

Placement

Out of a total of 267 students, 118 are employed. (+- 50% placement)

Learner Numbers

From inception to September 2003

Field of Training	Current	Completed
Hospitality	165	365
SMME	104	0
Tour Guiding	56	311
Conservation	321	94



SMME learners in Umtata



Hospitality learners completing assignments



A satisfied South African National Parks Manager