

Company Profile

Kundiza Training & Consulting



KUNDIZA
TRAINING AND CONSULTING

Translation: SiSwati: ku-ndiza (verb) 'to fly'

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17 van Riebeeck Street, White River, 1240

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1. INTRODUCTION TO KUNDIZA

Kundiza Training and Consulting CC was established in 2008 to provide training and consulting services toward, but not restricted to, the tourism, hospitality and related industries.

Kundiza is the culmination of over 20 years of experience in developing, delivering and managing human resources development activities in these industries.

The organisation is operated as a Close Corporation and is registered with the Registrar of Companies. Although currently categorised as a Small or Micro Enterprise, Kundiza has a network of associates to draw on for expertise for a range of different applications or projects. Provision is made for the inclusion of further members, specifically with the view on Black Economic Empowerment.

Location and Contact Details

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2. SKILLS PROFILE

Management and Membership

All operational and managerial activities are handled by Lisa Gordon-Davis who is the sole and managing member of Kundiza Training and Consulting CC. Lisa has extensive expertise in training and consulting in primarily the hospitality and tourism industries.

Experience, Skills and Attributes

Lisa is regarded as an expert in her field, and is fully able to apply skills within other subject areas. A full Curriculum Vitae is available on request.

- 25 years' experience in training and Human Resources management
- Managing a national educational support programme – Global Travel and Tourism Partnership South Africa
- Curriculum development for schools and higher education curricula: hospitality
- Extensive experience in development and delivery of training courses, lecturing, and instructional design

- Extensive experience in design, development and writing course material for a variety of contexts, including delivery in other African countries and a range of topics
- Specialising in the development and delivery of environmental awareness training with particular relevance in the hospitality and related industries
- Author of over 20 educational textbooks prescribed in schools, colleges and higher education institutions
- Excellent interpersonal skills and a strong team player
- Very interested in new learning technologies and processes to enhance learning delivery and access.
- Highly adaptable and quick understanding of new materials, methods or content.

Publications and Papers

Author:

- The Hospitality Industries Handbook on Hygiene and Safety: for South African Students and Practitioners; Second Edition Juta, 2011
- OBE For FET: Hospitality Generics Level 4 Nasou Via Afrika, 2008
- OBE For FET: Hospitality Services Level 4 Nasou Via Afrika, 2008
- OBE For FET: Hospitality Services Level 3 Nasou Via Afrika, 2007
- OBE For FET: Hospitality Services Level 2 Nasou Via Afrika, 2007
- The Hospitality Industries Handbook on Hygiene and Safety: for South African Students and Practitioners Juta, 1998

Contributing Author:

- OBE For FET: Client Services & Human Relations Level 4 Nasou Via Afrika, 2008
- OBE For FET: Client Services & Human Relations Level 3 Nasou Via Afrika, 2007

Co-Author:

- Legal Issues for Entrepreneurs Juta, 2007
Co-author Peter Cumberlege
- Grade 12 Hospitality Studies Juta, 2007
Co-author Lee Howell
- Grade 11 Hospitality Studies Juta, 2006
Co-author Lee Howell
- Grade 10 Hospitality Studies Juta, 2005
Co-author Lee Howell
- The Hospitality Industry's Handbook on Legal Requirements. Juta, 2004
Co-author Peter Cumberlege
- The Hospitality Industry's Handbook on Nutrition and Menu Planning Juta, 2002
Co-author Lientjie van Rensburg

Associates

Kundiza is associated with a number of professionals in various fields. For project work, and for projects of wide scope, Kundiza is able to source expertise from a range of disciplines.

3. CLIENTS

Price Waterhouse Coopers	Development of training material for Eskom Back2Basics Project focusing in the utilities sector, with an emphasis on SAP systems training for the generation of power and maintenance of power stations.
Seychelles Tourism	Development and delivery of training for environmental auditors in support of the implementation of the Seychelles Sustainable Tourism Label (SSTL) with Dr Anna Spenceley and Stand Tourism Development CC
Umalusi (Council for Further Education and Training)	co-leader of evaluation team for Tourism and Hospitality studies at schools and FET Colleges.
NIHE Mpumalanga	Development and implementation of communications strategy
STAND Tourism & Seychelles Sustainable Tourism Label	Development and delivery of training to environmental assessors and stakeholders for the roll-out of the SSTL in Seychelles
Jipsa/HRD Support Unit	Development of an industry release programme for FET College lecturers
Global Travel & Tourism Partnership (GTP)	Tourism Teacher training in Kenya.
National Business Initiative (NBI): Enterprise Linkages Initiative (ELI)	Retainer as special advisor on training and development for ELI
Grant Thornton	Development of Accommodation Grading Scheme in Zambia and Lesotho – team role: training of grading assessors
Swaziland Tourism Authority	Training of Grading Assessors
International Finance Corporation (IFC)	Development of Tourism SME training materials
Joint Initiative for Priority Skills Acquisition (JIPSA)	Consulting on Tourism HRD Strategy
Council on Higher education	Higher Education Qualification Committee: Evaluator of tourism and hospitality programmes from Private Higher Education Institutions

Wits University School of Education	Training of master Trainers on FET College Hospitality Curriculum for Correctional Services
Mpumalanga Department of Education	Training teachers in implementation of new curriculum
Grant Thornton	Consulting on skills development projects such as the Tourism Skills Audit
National Business Initiative (NBI)	Travel and Tourism Programme – strategic planning, secretariat of global country meeting, writing of teacher guides on school industry liaison
NBI	Consulting on tourism issues on retainer basis and development of terms of Reference for National Tourism Skills Audit
Qubelisa Human Enterprise Development	Writing situational analysis report on tourism skills in South Africa
Tourism Enterprise Programme	Writing Legal Toolkit for tourism SMME's; review and revision of 4 training modules for Tourism SMMEs
Southern Sun Hotels	Delivery of Supervisory Skills Builder Programme over 9 months, delivery of induction and service skills programmes.

4. PRODUCTS AND SERVICES

Kundiza is able to offer a range of products and services to its clients. Products are being developed on an on-going basis, and may be customised for or commissioned by clients.

The range of services offered may be applied to any industries or subject fields.

Kundiza is also willing and able to associate with other organisations on a sub-contractual basis for project work.

The range of Kundiza products and services includes, but is not limited to, the following:

Environmental Awareness Programme

Kundiza has entered into a Memorandum of Understanding with the Heritage Environmental Management Programme to support the programme with relevant environmental awareness training. Heritage is a member-driven rating

scheme that assesses and rewards leisure properties for the quality and effectiveness of their environmental systems.

The Heritage-Kundiza Environmental Awareness Programme has six modules:

Module	Title	Content
Module 1	Environmental Awareness	<ul style="list-style-type: none"> Global warming, climate change, carbon footprints, the global picture, etc.
Module 2	Energy Action	<ul style="list-style-type: none"> Types of energy and their environmental impacts Energy status in SA Energy Efficiency principles and practices
Module 3	Water Wise	<ul style="list-style-type: none"> Global water status Water legislation and programmes in SA Water efficiency principles and practices
Module 4	War on Waste	<ul style="list-style-type: none"> Waste Management hierarchy and plan Waste reduction Waste re-use Recycling – stats, processes and practices Waste management at work
Module 5	Responsible Tourism	<ul style="list-style-type: none"> Applying the Triple Bottom Line: Economic Responsibility Social Responsibility Environmental Responsibility Responsible Guests and Staff
Module 6	Go Green At Home	<ul style="list-style-type: none"> Take these principles back to homes, families and communities How to live the environmental principles every day Personal commitment to going green

The programme is aimed at operational staff, mostly English Second Language, and with an average education level of Grade 10. This programme will not only assist leisure properties to achieve a higher recognition status from heritage, but will ultimately lead to cost savings by an environmentally conscious staff complement at the operational level.

SMME Programmes

Kundiza has developed courses for small tourism enterprises. These courses are aimed at emerging small businesses in the tourism sector, and will assist them in gaining critical operational skills and business skills in running their businesses.

The SME courses portfolio is presented below:

Course	Modules	Additional Information
B&B Operations	<ul style="list-style-type: none"> Module 1: B&B Basics Module 2: B&B Food and Beverage Module 3: B&B Reception and Housekeeping 	<p>Each module is one day in length</p> <p>Who should attend the course?</p> <ul style="list-style-type: none"> Owners of small accommodation establishments (B&B, homestays, guesthouses, farm-stays, cultural villages and so on).

Tour Operator Training	<ul style="list-style-type: none"> • Module 1: Tourism Industry Orientation • Module 2 Suppliers and Costing • Module 3 Tour Planning and Operations 	<p>Each module is one day in length</p> <p>Who should attend the course?</p> <ul style="list-style-type: none"> • Owners of tour operations
Catering Operations	<ul style="list-style-type: none"> • Module 1: Catering Basics and Costing • Module 2: Menu Planning • Module 3: Function Catering • 	<p>Each module is one day in length</p> <p>Who should attend the course?</p> <ul style="list-style-type: none"> • Owners of small catering businesses such as contract caterers or function caterers
Business Modules	<p>The following short courses are available as individual courses:</p> <ul style="list-style-type: none"> • Course 1: Tourism Orientation • Course 2: Tourism Marketing • Course 3: Responsible Tourism • Course 4: Customer Service 	<p>The modules vary in length according to the topics</p> <p>Who should attend the course?</p> <ul style="list-style-type: none"> • Owners of tourism businesses such as tour operators, tourist guides, B&Bs, caterers, etc.

Teacher Training and Support

Kundiza has developed highly successful and interactive training programmes for the training of teachers and lecturers for:

- CAPS/NCS Hospitality Studies Grade 10
- NVC Hospitality Studies Level 2

Course	Topics	Additional Information
Teaching Hospitality Studies	<ul style="list-style-type: none"> • Curriculum overview • Teaching methods for Hospitality Studies (a range of 25 different teaching tools) • Content and application of teaching materials for the curriculum content including: <ul style="list-style-type: none"> ○ Product and equipment demonstrations, ○ Product tastings ○ Identification tests for products and equipment ○ Practical service skills training ○ Guest speakers ○ Use of audio-visual and media materials • Assessment 	<ul style="list-style-type: none"> • Presented as 5-day programmes • Presented on site at schools, colleges or educational departments. • These teacher training workshops are aimed at new or existing teachers for Hospitality Studies in High School, and lecturers of the National Vocational Certificate for Hospitality Studies in Colleges.

Kundiza has delivered the NCV programme to master trainers from the Department of Correctional Services in support of the NCV implementation in correctional facilities.

Services

Kundiza is able to offer a wide range of services which include, but is not limited to the following:

- Environmental training in the leisure industries
- Business consulting services: communications, marketing, sales systems, etc.
- Design and development of educational curricula, materials and courses.
- Quality assurance or evaluation of existing training institutions, programmes or materials
- Mystery guest programmes
- Strategy development
- Research and development of concept documents
- Development and delivery of training material for a wide range of subject fields
- Development of integrated assessments
- Critical reading and subject matter expert for review of policies, systems and reports.
- Project management
- Marketing plans for small businesses

5. FURTHER COMPANY INFORMATION

BBEE Certification

Kundiza is classified as an Emerging Micro Enterprise, (EME) Level 4, and has certification to this effect.

Membership of Special Committees

- Member of Sector Skills Planning Working Group: Human Resources Support Unit: National Department of Higher Education and Training
- Member of Talent Attraction and Capacity Building Working Group: National Department of Tourism
- Member of Tourism and Hospitality FET subjects Review Panel: Umalusi

Membership of Professional Bodies

- Member of South African Chefs Association
- Member of Federated Hospitality Association of South Africa
- Member of Lowveld Chamber of Business and Tourism (LCBT)

Awards

- 2009: Lowveld Chamber of Business and Tourism (LCBT) Business Awards: Finalist: Entrepreneur category
- 2009: Imvelo Responsible Tourism Awards: Special Mention under Chairman's awards
- 2010: Lowveld Chamber of Business and Tourism (LCBT) Business Awards: Finalist: Small Business Category