

## The TGCSA Grading Process



1.2. Settle your Account

1.1. Identify your Establishment



2.1. Contact Client & Confirm Assessment Date

2.2. Schedule the Grading

2.3. Conduct the Practical Grading 2.4. Discuss the Findings

2.5. Agree on the **Recommended Grading** 

2.6. Submit to PMA

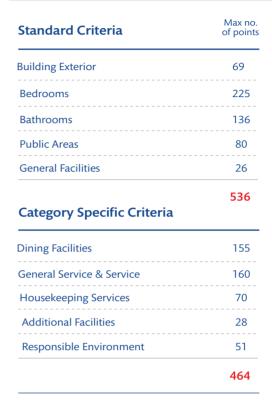
## **Pre-screening by PMA** (Provincial Master Assessor)

3.1. PMA's Main Responsibility

3.2. Provides Rejection with Reason

3.3. Final Decision by Monthly Property Approvals Exco

-	Scoring Result	05
880 - 1000 Outstanding	* * * 7	* *
740 - 879 Excellent	***	<b>*</b>
580 - 739 Very Good	***	
440 - 579 Good	* *	
300 - 439 Acceptable	*	



**Scoring Criteria** 

**Total 1000** 



### **Dispensation and Grace Period**

Certain properties may not meet the Minimum Requirements and Grading Criteria. These properties can submit a motivation for one of the following:



A permanent acceptance by the TGCSA of a minimum requirement not met. E.g.

- Historical Building, therefore cannot change walls
- Showers Only due to Strong Environmental Policy & Water Saving Measure



A specific period to meet the requiremen within their grading year. E.g.

- Not all your Bathrooms have separate bath & shower for 5-Star grading
- Screens for 4-Star Shower over bath
- Flat screen TV's

The Awards Committee will consider each case on its own merit.



8.4. Make an appointment with Assessor for grading 8.5. Approval of renewal application

# **Awarding of Stars**



- 7.1. Approval of the meeting and automated approval letters
- 7.2. Receive TGCSA Marketing Collateral
- 7.3. Receive Printed Certificate and Plaque
- 7.4. Listing on the website

**Frequently Asked Questions** 

### Why should I get graded? You immediately add credibility to your establishment. You have the right to display the Grading Council

plaque outside your premises. You may use the Grading Council logo (star) in all your marketing material. You are marketed on this website South African Tourism endorses star graded. Grading assists you in positioning your product. Government departments and many others only use graded establishments Grading is a constant quality control tool, with a feedback mechanism.

## Who assesses the establishment?

Only TGCSA Accredited Grading Assessors who are based all over South Africa conduct grading assessments.

### What do I need to qualify for star grading? The TGCSA has grading criteria and minimum entry requirements for various types of accommodation and

conferencing establishments e.g. Guest houses, Hotels, Lodges, Exhibition centres etc.

How long is the star grading valid for?

It is valid for one year upon which an automatic renewal of your TGCSA membership will be generated. This automatic renewal will involve an invoice to be e-mailed to you. After payment of this renewal invoice

## (per the TGCSA bank details) you will again be assessed by a TGCSA accredited assessor.

**How do I contact the TGCSA?** 

 $\textbf{\it feedback@tourismgrading.co.za} \ \text{or visit } \textbf{\it www.tourismgrading.co.za}$ 

Contact the Tourism Grading Council at: Tel: +27 11 895 3000