









The TGCSA Grading Process




01 Online Application Process

-  1.1. Identify your Establishment
-  1.2. Settle your Account

02 Assessor's Responsibilities

-  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 PQAS

03 Pre-screening by PQAS (Provincial Quality Assurance Specialist)

-  3.1. PQAS's Main Responsibility
-  3.2. Provide feedback to Assessor
-  3.3. Final Decision by Monthly Property Approvals Exco

Scoring Result

05

880 - 1000 Outstanding	★ ★ ★ ★ ★
740 - 879 Excellent	★ ★ ★ ★
580 - 739 Very Good	★ ★ ★
440 - 579 Good	★ ★
300 - 439 Acceptable	★

Scoring Criteria

04

Standard Criteria	Max no. of points
Building Exterior	69
Bedrooms	225
Bathrooms	136
Public Areas	80
General Facilities	26
536	
Category Specific Criteria	
Dining Facilities	155
General Service & Service	160
Housekeeping Services	70
Additional Facilities	28
Responsible Environment	51
464	
Total 1000	

06

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:

Dispensation

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 Grace Period






A specific period to meet the requirement 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.





Scoring Result

08

-  8.1. No need to apply again
-  8.2. Reminder to renew membership sent 120 days before expiry date
-  8.3. Invoice settled before 30 days
-  8.4. Make an appointment with Assessor for grading
-  8.5. Approval of renewal application

Awarding of Stars

07

-  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?

Contact the Tourism Grading Council at:
Tel: +27 11 895 3000
feedback@tourismgrading.co.za or visit www.tourismgrading.co.za

Thank You