OCCUPATIONAL CERTIFICATE

Disability Attendant

SAQA ID	NQF LEVEL	CREDITS	DURATION	QUALITY PARTNER
104908	3	102	12 Months	HW SETA

OVERVIEW

The Occupational Certificate: Disability Attendant prepares learners to facilitate the safe, dignified, and equitable use of public, travel, and social environments and services by persons with disabilities. It is an entry-level qualification designed for school leavers and frontline staff working in the airline, airport, tourism, hospitality, transport, retail, and public or corporate service sectors.

WHAT YOU WILL BE ABLE TO DO

Distinguish between the various disabilities. Communicate effectively with persons with disabilities. Provide appropriate support to persons with disabilities. Work within the legislative framework relevant to persons with disabilities.

MODULES

Knowledge Modules (30 Credits) 532202-000-00-00-KM-01: Concepts and principles of equitable access to services for persons with disabilities, Level 3, 14 Credits 532202-000-00-00-KM-02: Personal Development and Care, Level 2, 8 Credits 532202-000-00-00-KM-03: Service Excellence, Level 3, 8 Credits

Practical Skill Modules (40 Credits) 532202-000-00-00-PM-01: Establish a professional relationship with clients, Level 2, 16 Credits 532202-000-00-00-PM-02: Support persons with disabilities to access and use services and environments, Level 3, 24 Credits

Work Experience Modules (32 Credits) 532202-000-00-00-WM-01: Support the safe and dignified access to environments and use of services for persons with disabilities, Level 3, 32 Credits

CAREER OPPORTUNITIES

Disability Attendant (Airlines, Airports, Tourism, Hospitality, Transport, Government, and Corporate Service Sectors) Customer Service Assistant / Disability Steward Front Office, Retail, Tourism, and Hospitality Support Roles

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ENTRY REQUIREMENTS

NQF Level 2 qualification.

ASSESSMENT

The assessment strategy comprises two stages:

Integrated Formative Assessment:Conducted internally by the skills development provider using stipulated internal assessment criteria and weightings to grant entrance into the external assessment. External Integrated Summative Assessment (EISA):Conducted through the QCTO Assessment Quality Partner (HWSETA), focusing on the Exit Level Outcomes and Associated Assessment Criteria upon proof of completed modules, work experience records, and Foundational Learning Competence (FLC).

ACCREDITATION

Type	Accreditation number	Valid until
Assessment centre	01-QCTO/AC-TTC150526190023	14 May 2031
QCTO SDP	01-QCTO/SDP010524085442	28 Apr 2029
QCTO SDP	07-QCTO/SDP151025043241	31 Dec 2026

Verify any accreditation and download letters at www.gcc-sd.com/accreditations

Run this qualification as a learnership

Request a proposal: www.gcc-sd.com/request-a-proposal?qualification=disability-attendant-104908