QUALIFICATION SPECIFICATION						
						SECTION A
QUALIFICATION DEVELOPER	**MANAGEMENT COLLEGE OF SOUTHERN AFRICA (MANCOSA)**					
TITLE	BACHELOR OF COMMERCE IN HOSPITALITY MANAGEMENT (B Com HM)			**NCQF LEVEL**		7
FIELD	SERVICES		**SUB-FIELD**	HOSPITALITY		
New qualification	√	Review of existing qualification				
SUB-FRAMEWORK	General Education		TVET		Higher Education	√
QUALIFICATION TYPE	Certificate		Diploma		Bachelor	√
	Bachelor Honours		Master		Doctor	
CREDIT VALUE				505		

RATIONALE AND PURPOSE OF THE QUALIFICATION

RATIONALE

According to HRDC- Top Occupation in high Demand (Dec, 2016), validated statistics for Finance and Business Services indicate that there is need for graduates in Bachelor of Commerce in Hospitality Management which caters for a diverse portfolio of practitioners specifically cascading from a degree qualification. The qualification will also support the recommendations of the Government Paper No. 37 of 2008: "Towards a Knowledge Society". Tertiary Education Policy, as approved by the National Assembly on the (2008, pg 10). The qualification supports the skills training and development component of the Life Cycle Model of the NHRD Strategy (2009). Botswana Vision 2036 recognizes education and skills development as the basis for human resource development.

The type of education curriculum that is envisaged to prevail is that which would be aligned to the needs of the economy and business. A needs identification survey conducted by MANCOSA in 2017 revealed that the Bachelor of Commerce in Hospitality Management degree is of special interest to the working professional in public and private organizations and school leavers who wish to pursue a career in management, for detail refer to annexure.

PURPOSE

The purpose of this qualification is therefore, to produce graduates with competencies in: hospitality operations management; management of guest problems; maintaining professional and ethical standards in the work environment; hospitality business leadership, demonstrating poise and professional appearance; managing stakeholder expectations in areas such as front desk management, housekeeping, planning, food and beverages management, event management, customer service, language and communication, bookings and accommodation

management, managing cross-cultural issues and strategy implementation. Thus the qualification is designed to provide the student with an understanding and working application of the principles essential to the effective management of private and public entities found in the hospitality sectors.

ENTRY REQUIREMENTS (including access and inclusion)

Applicants will be admitted to this qualification on the basis of one of the following minimum qualifications:

- ✓ Botswana General Certificate of Secondary Education (BGCSE) with a minimum of 36 points in the best six subjects or its equivalent.
- ✓ Further Education and Training Certificate or equivalent related to Hospitality or Tourism.
- ✓ Any relevant qualification at NCQF Levels 5 or 6 may render the candidate eligible for exemptions or credit transfer in accordance with applicable University policies.
- ✓ In addition to the above admission criteria, relevant hospitality industry experience in the business sector will also be considered. This is recognition of prior learning (RPL).
- ✓ Disadvantaged learners (disabled, orphans and vulnerable learners) are given preferential treatment in line with institutional policies.

QUALIFICATION SPECIFICATION	SECTION B
GRADUATE PROFILE (LEARNING OUTCOMES)	**ASSESSMENT CRITERIA**
1.1 Design an integrated series of core activities that represent an enjoyable experience for customers in the hospitality industry.	1.1.1 Identify and describe practical aspects of hospitality facilities 1.1.2 Determine the value of the practical aspects of hospitality facilities 1.1.3 Discuss the significance of effectively integrating practical aspects of hospitality facilities 1.1.4 Discuss health and safety legislation in the hospitality industry 1.1.5 Outline licensing issues in the industry 1.1.6 Evaluate interactions with multiple stakeholders in tourism and hospitality sectors 1.1.7 Design products and services that meet the tastes and preferences of a wide array of stakeholders in the hospitality industry
1.2 Apply appropriate decision making tools in resolving guest problems.	1.2.1 Outline common guest problems that regularly crop up in the hospitality business. 1.2.2 Suggest hands-on minds-on heuristics to resolving guest problems arising in various hospitality contexts 1.2.3 Show the relationship between guest problems and organisational culture. 1.2.4 Evaluate the impact of guest problems on achievement of organisational goals.
1.3 Evaluate ethical, legal and social considerations in complex hospitality situations.	1.3.1 Examine the importance of business ethics from an organizational perspective, and review its foundations

	1.3.2 Present an argument and justify proposed solutions to ethical dilemmas that arise in the hospitality industry.
	1.3.3 Undertake both independent and directed research as related to the management of hospitality ethical issues
	1.3.4 Assess the roles of business, government and society in their complex relationship that prevails in the hospitality sector
1.4 Apply analytical and quantitative tools to formulate business decisions related to hospitality management.	1.4.1 Organise, evaluate information and make sound judgements
	1.4.2 Develop hospitality business ideas into feasible business plans
	1.4.3 Use newly acquired insight, techniques and procedures in a professionally competent manner
	1.4.4 Identify, analyse abstract problems drawing systematically on the body of knowledge of hospitality management and appropriate methods
1.5 Demonstrate characteristics that enhance individual poise and professional appearance in various contexts of interactions with guests.	1.5.1 Show the characteristics of an ideal hospitality worker.
	1.5.2 Propose strategies that can be employed to entrench best individual poise and professional appearance
	1.5.3 Create scenarios in which individual poise and professional appearance can be manifest.
	1.5.4 Determine the value of customer satisfaction as a result of cross-cultural interactions with special reference to hospitality
1.6 Evaluate the applicability of various techniques and tools for analysis in strategic hospitality management.	1.6.1 Analyse and interpret the results of an assessment of opportunities and threats in the

	external environment using tools like the Competitive Profile Matrix
	1.6.2 Analyse and interpret the results of an assessment of the internal environment of an organisation in terms of its resources and competitive capabilities
	1.6.3 Use SWOT and BCG matrices to match internal and external factors of a hospitality business
1.7 Synthesize alternative strategies that help to sustain and enhance competitiveness in the hospitality industry	1.7.1 Suggest ways to build an organisation capable of good strategy execution and good strategic alignment
	1.7.2 Demonstrate the importance of leadership, culture and teamwork in strategy development and implementation
	1.7.3 Use the Balanced Scorecard to evaluate organisational performance
1.8 Apply risk management strategies, including counter terrorism strategies, within the international tourism and hospitality industries.	1.8.1 Outline the risk management strategies
	1.8.2 Analyse counter terrorism strategies in the hospitality industry
	1.8.3 Implement risk management strategies

QUALIFICATION STRUCTURE			
			SECTION C
	Title	**Level**	**Credits**
FUNDAMENTAL COMPONENT Subjects / Units / Modules /Courses	English Language Skills	5	10
	End User Computing	5	10
	Principles of Hospitality and Tourism Management	6	10
	Basic Economics	5	10
	Business Mathematics	6	10
	Business Communication	7	15
	Financial Accounting	7	15
	Business Statistics	7	15
	Accounting and Finance	6	10
	Business Law	7	15
	French	7	15
	Information Systems	7	15
	Research Methods	7	15
CORE COMPONENT Subjects / Units / Modules /Courses	Hospitality Operations and Supply Chain Management	7	15
	Introduction to Hospitality Management	6	10
	Culinary Studies and Nutrition 1	6	10
	Entrepreneurship in Hospitality	7	15
	Principles of Hospitality Franchise Management	7	15
	Hospitality Health and Safety	6	10
	Accommodation Management	7	15
	Professional Cookery 1	7	15
	Culinary Studies and Nutrition 2	7	15
	Hospitality and Tourism Distribution	7	15
	Customer Service Management	7	15
	Food and Beverage Studies	7	15
	Ethics and Sustainability in Hospitality	7	15
	Events Management	7	15
	Marketing & Consumer Behaviour in Hospitality	7	15
	Professional Cookery 2	7	15
	House Keeping Management	7	15
	Front Office Operations	7	15
	Strategic Hospitality Management	7	15
	Work Integrated Learning	7	40
	Research Project	7	15
ELECTIVE COMPONENT Subjects / Units / Modules /Courses **Select One**	**Select one**		
	Cultural Tourism	7	15
	Quality Systems for the Hospitality Industry	7	15
	Risk Crisis and Disaster Management	7	15
	Destination Management	7	15

Rules of combinations, Credit distribution (where applicable):

Level 5 consists of 30 Credits

Level 6 consists of 60 Credits

Level 7 consists of 415 Credits

Total Credits = 505

The credit combination for this qualification is from 165 fundamental components, 325 core components and the remaining 15 is from elective components where the candidate has to choose any one.

Module	Pre-Requisite
Business Statistics	Business Mathematics
Accounting and Finance	Financial Accounting
Information Systems	End User Computer
Research Methods	Statistics
Hospitality Operations	Introduction to Hospitality Management
Hospitality Health and Safety	Introduction to Hospitality Management
Culinary Studies and Nutrition 2	Culinary Studies and Nutrition 1
Professional Cookery 2	Professional Cookery 1
Strategic Hospitality Management	Introduction to Hospitality Management
Research Project	Research Methods
Risk Crisis and Disaster Management	Hospitality Operations and Supply Chain Management
Cultural Tourism	Principles of Hospitality and Tourism Management
Destination Management	Principles of Hospitality and Tourism Management

ASSESSMENT AND MODERATION ARRANGEMENTS

Assessment strategies, requirements and weightings

All assessments, formative and summative, leading/contributing to the award of credits or a qualification should be based on learning outcomes and/or sub-outcomes.

Formative assessment

Formative assessment or continuous assessment contributing towards the award of credits should be based on course outcomes.

The assessment methods for this qualification are by:

1. Theory Test
2. Theory Assignment.
3. Practical Assignment
4. Practical Test

Summative assessment

Candidates may undergo assessment including a written final examination on theory or a practical examination for each module depending on the requirements of the module.

Assessment weightings

The contributions of practical and theory to the final mark are as follows:

- ➢ Practical assessment: 40%
- ➢ Theory assessment: 60%

Internal moderation requirements

The following shall apply for internal moderation in accordance with applicable policies and regulations:

Documentation

All necessary documents including: qualification document, alignment matrices, assessment instruments and Assessment criteria/rubrics should be available.

Pre-assessment Moderation

- Before administering any assessments that contribute towards the award of credits, moderation must take place. This should entail but not limited to the following: ascertaining that the assessment strategy to be used is appropriate for the learning outcome to be assessed
- ascertaining that the assessment instrument adequately captures the learning outcomes against which assessment is to be carried out
- ascertaining whether the assessment tasks or questions can enable the assessor to collect sufficient evidence that is typical of relevant exit level descriptors.

- checking if the cover page contains all necessary information
- checking if the assessment instrument layout is appropriate and that wording of assessment tasks or questions is appropriate.
- checking if the assessment criteria or rubrics is consistent with the learning outcomes against which assessment is to be done.

Post-assessment Moderation

Moderators must verify that the assessment has been done in compliance with assessment principles. This should include the following:

- o Checking if all scripts have been assessed using the same criteria.
- o Verifying if assessment judgments and decisions have been done consistently and that principles such as validity, authenticity, currency and sufficiency have been considered.
- o checking if calculation of marks has been done correctly
- o Checking if necessary records and reports have been completed.

Sampling Procedure for Moderation

The total number of scripts to be sampled depends on the total number of candidates. If the number of candidates is 20 or less, the moderator should go through all the papers. For more than 20 candidates, the sample shall be 30% of the total number of Scripts. The sample should be representative of the population of candidates in relation to performance, gender, etc.

Moderation reports

- o A moderation report shall capture, but not limited to the following: Sample size and sampling procedures
- o observations about the performance of candidates
- o consistency of assessment judgments and decisions
- o assessment instruments and alignment to learning outcomes

recommendations for improvement

External moderation requirements

The following shall apply for external moderation in accordance with applicable policies and regulations:

Documentation

All necessary documents including: qualification document, alignment matrices, assessment instruments and Assessment criteria/rubrics should be available.

Pre-assessment Moderation

- Before administering any assessments that contribute towards the award of credits, moderation must take place. This should entail but not limited to the following: ascertaining that the assessment strategy to be used is appropriate for the learning outcome to be assessed
- ascertaining that the assessment instrument adequately captures the learning outcomes against which assessment is to be carried out
- ascertaining whether the assessment tasks or questions can enable the assessor to collect sufficient evidence that is typical of relevant exit level descriptors.
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- checking if the assessment instrument layout is appropriate and that wording of assessment tasks or questions is appropriate.
- checking if the assessment criteria or rubrics is consistent with the learning outcomes against which assessment is to be done.

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RECOGNITION OF PRIOR LEARNING (if applicable)

Recognition of Prior Learning (RPL)

Candidates may submit evidence of prior learning and current competence and/or undergo appropriate forms of RPL assessment for the award of credits towards the qualification in accordance with applicable university RPL policies and relevant national-level policy and legislative framework. Implementation of RPL shall also be consistent with requirements, if any, prescribed for the field or sub-field of study by relevant national, regional or international professional bodies*.*

PROGRESSION PATHWAYS (LEARNING AND EMPLOYMENT)

Horizontal Articulation (related qualifications of similar level that graduates may consider)

The qualification articulates horizontally with various local, regional and international Bachelor of Commerce degrees and Bachelor of Business Administration degrees. Graduates may pursue these for the purposes of multiskilling and retooling.

Vertical Articulation (qualifications to which the holder may progress to)

The Bachelor of Commerce in Hospitality Management qualification provides vertical articulation with the Post Graduate Diploma in Hospitality Management, Post Graduate Diploma in Business Management, Post Graduate Diploma in Project Management and Bachelor of Business Administration (Hons) at NCQF Level 8.

Graduates will have requisite competencies and attributes to work as:
- Hotel Manager
- Resort Manager
- Restaurant Manager
- Lodging Manager
- Resort Manager
- Accommodation Manager
- Food & Beverages Manager
- Operations Manager
- Entrepreneur
- Business Consultant
- International Business Practitioner
- Assistant Lecturer

QUALIFICATION AWARD AND CERTIFICATION

Minimum standards of achievement for the award of the qualification:

A candidate is required to achieve the stipulated total credits of 505 inclusive of the fundamental, core and elective components, to be awarded the qualification.

Certification

Candidates meeting prescribed requirements will be awarded the qualification in accordance with standards prescribed for the award of the qualification and applicable policies.

REGIONAL AND INTERNATIONAL COMPARABILITY

The Bachelor of Commerce in Hospitality Management is a well-known and widely available international qualification. It generally ranges from a three-year to a four year qualification. It is a typical commerce qualification and covers the major areas of hospitality and management.

Regionally, the programme can be compared with the Bachelor of Commerce in Hospitality Management from:

University of South Africa (UNISA)
UNISA is an internationally acclaimed open distance learning university. It is easily the largest university in Africa which was founded in 1973 and attracts a third of higher learning students in South Africa.
UNISA, like most South African universities offers a Bachelor of Commerce in Hospitality Management. The MANCOSA degree is comparable with what UNISA has to offer in the areas of Front Office Management, Daily Hospitality Operations, Food and Beverages Management, Events Management, Consumer Behaviour. The programme is at NQF level 7 and has 360 credits. The major difference is that the MANCOSA qualification offers a block six-month internship and electives in the final semester hospitality.

STENDEN SOUTH AFRICA BV(Incorporated in the Netherlands)
This is SAQA accredited qualification carrying 418 credits at NQF level 7. There are similarities with the Mancosa qualification in the areas of Hospitality Operations, Food and Beverage and Industrial Attachment. However as can be seen the MANCOSA qualification carries 515 credits. The credit weights also vary significantly for example Industrial Attachment for Stenden carries 84 credits and the MANCOSA One has 40 credits. Moreover there are only ten modules for the Stenden qualification implying a heavy practical bias.

Internationally the qualification compares with
University Of Portsmouth (UK) Hospitality Management BA (Hons) with a total of 480 credits and spanning four years. There are similarities in terms of Hospitality Operations, Financial Reporting, Marketing, Legal and Environmental Issues, Food and Beverage studies, Management focus and Industrial Attachment. The differences exist in credit distribution and credit weights. The Portsmouth qualification is heavily skewed towards business modules.

The Bachelor of Commerce Tourism & Hospitality Management is a well-known and widely available international qualification. It generally ranges from a three-year to a four year qualification. It is a typical commerce qualification and covers the major areas of tourism and hospitality as well as management.

Summary of Findings:

The qualifications tend to share the following characteristics:

- Degree qualifications that may be offered internationally as a three or four year qualification.
- A number of common outcomes.
- Several common modules
- Have a practical bias towards equipping the learner with hands on skills

REVIEW PERIOD

The Qualification shall be reviewed after 5 years, after attaining its full cycle.

Other information – please add any supplementary information to help the application for this qualification for NCQF Registration.

For Official Use Only:

CODE (ID)			
REGISTRATION STATUS	**BQA DECISION NO.**	**REGISTRATION START DATE**	**REGISTRATION END DATE**
LAST DATE FOR ENROLMENT		**LAST DATE FOR ACHIEVEMENT**	