

BQA NCQF QUALIFICATION TEMPLATE

SECTION A: QUALIFICATION DETAILS														
QUALIFICATION DEVELOPER (S)				Imperial School of Business and Science										
TITLE		Diploma in Tourism Management						NCQF LEVEL		6				
STRANDS (where applicable)		N/A												
FIELD		Business, Commerce and Management Studies						CREDIT VALUE		360				
SUB FIELD		Management Studies												
New Qualification				Legacy Qualification						Renewal Qualification		✓		
										Registration Code		Q0042		
SUB-FRAMEWORK		General Education						TVET				Higher Education		✓
QUALIFICATION TYPE		Certificate	I	II	III	IV	V	Diplo ma	✓	Bachelor				
		Bachelor Honours			Post Graduate Certificate				Post Graduate Diploma					
		Masters						Doctorate/ PhD						
RATIONALE AND PURPOSE OF THE QUALIFICATION RATIONALE: Tourism Management is crucial in developing countries such as Botswana. According to the National Development Plan (NDP) II, April 2017- March 2023 (p.126.S.6.196), Tourism continues to be a key sector in diversifying Botswana's economy. In recognising the significant role played by the tourism sector concerning the growth and employment creation, the Government of Botswana continues to create an enabling environment for investment and operations of tourism programmes (Tourism Sector, NDP II, April 2017- March 2023, p.85). This														

has also been identified by the Human Resource Development Council (HRDC) by specifying “Tourism & Hospitality” as one of the prioritised fields that create employment opportunities in Botswana (*BHRDS Fair and Career Clinics 2023. Page 16*).

In addition to that, the stakeholders’ consultative meetings/surveys conducted by the developer supported the view that the qualification, Diploma in Tourism Management, is still relevant in Botswana as it could create more employment opportunities. Considering their views and recommendations, the qualification was reviewed and amended to appropriate for the current industry needs. Hence, the module “Introduction to Accounting” is amended to “Introduction to Accounting and Finance” " the module “Accommodation Management” is moved to the group of core modules from the electives, and a new module “, Food and Beverages Management” is added to the curriculum. Besides, in order to provide more workplace experiential learning, the credit value of the module “Project” is increased in the reviewed qualification.

The Qualification will provide the learners with a unique mix of practical focus on travel and tourism and grounding in the fundamentals of hospitality. This winning combination, unsurprisingly, sets up the learners for careers in the travel, tourism, hospitality, and business sectors. Also, currently, many learners have Travel, Tourism, and Hospitality Management certificate qualifications in Botswana, and this diploma will allow such learners to upgrade their qualifications. Therefore, the Diploma in Tourism Management is essential for prospective learners in Botswana.

PURPOSE: (itemise exit level outcomes)

The purpose of this qualification is to produce graduates with advanced knowledge, skills and competence to

1. Assess tourism practices in Botswana and apply relevant technology to provide tourism experiences for national and international clients.
2. Plan, lead, organise and supervise resources for effective and efficient tourism operations.
3. Apply marketing strategies for tourism destinations and organisations.
4. Assess and supervise front desk and accommodation procedures and processes in the tourism industry.

MINIMUM ENTRY REQUIREMENTS (including access and inclusion)

Entry Requirements:

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- NCQF Level 4, Certificate IV in General Education (e.g. BGCSE/IGCSE) or its equivalent qualification.
- Recognition of Prior Learning (RPL) and Credit Accumulation and Transfer (CAT) will be considered as per the ETP's policy.

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SECTION B QUALIFICATION SPECIFICATION	
GRADUATE PROFILE (LEARNING OUTCOMES)	ASSESSMENT CRITERIA
1. Communicate effectively with national and international clients, specifically on business matters.	1.1 Draft effective business documents, including export and import documents, letters, memorandums, reports and sale letters for internal and external communication purposes. 1.2 Prepare documents needed to accompany goods in motion such as delivery notes, invoices, custom duty documents. 1.3 Schedule meetings using audio, video, and web sharing components and speak effectively, utilising verbal and nonverbal cues. 1.4 Apply strategic flow of communication in an organisation to update the workforce with organisational matters and maintain order and transparency.
2. Demonstrate proficiency in using a computer to create diverse electronic documents by utilising a range of software applications effectively	2.1 Produce work-related documents using appropriate software applications on a computer. 2.2 Apply proper file and folder management techniques and store data safely and accessibly in a computer.

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	2.3 Analyse data utilising appropriate computer applications. 2.4 Apply functions and formulas with the help of computer applications for easy calculations. 2.5 Conduct power point presentations using computer applications. 2.6 Import and export data with the help of computer applications.
3. Apply the essential numerical skills required for bookkeeping and accounting and make sound financial decisions in business.	3.1 Prepare double-entry bookkeeping utilising the financial transactions of a company. 3.2 Record transactions in the appropriate ledger accounts using the double-entry bookkeeping system. 3.3 Balance off ledger accounts at the end of an accounting period of a company 3.4 Prepare a trial balance, balance sheet and a profit and loss account. 3.5 Prepare financial planning and reports for a company.
4. Apply advanced supervisory skills to manage and oversee organisational events, ensuring successful planning, execution, and evaluation	4.1 Assess suitable venues for tourism events. 4.2 Organize the logistics & merchandise for conducting tourism events. 4.3 Prepare realistic budgets for conducting tourism events.
5. Plan and manage accommodation facilities that meet the needs of both national and international clients, ensuring high standards of service and operational efficiency.	5.1 Assign and supervise duties of front desk officers. 5.2 Plan and coordinate the organisation's overall operations, including guest services, personnel management, and organisation administration.

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	5.3 Supervise housekeeping activities in a tourist centre.
6. Conduct tour guide operations for both national and international clients, ensuring informative, engaging, and culturally sensitive experiences	6.1 Supervise the activities of a tour guide. 6.2 Evaluate legal and health issues pertaining to a specific tourism destination. 6.3 Identify and assess various tourism sectors in Botswana and Southern Africa. 6.4 Formulate strategies to develop the tourism sectors in Botswana and Southern Africa.
7. Integrate technology effectively within travel, tourism, and hospitality sectors to enhance operational efficiency, customer experience, and service innovation.	7.1 Identify and assess the functions of travel tourism and hospitality software. 7.2 Use travel, tourism and hospitality software to provide the tourists online travel arrangements including travel and accommodation Booking, Billing, currency conversion, and destination recommendations. 7.3 Evaluate the importance of technology in hospitality industry with reference to POS system, property management systems and CRM solutions.

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SECTION C	QUALIFICATION STRUCTURE				
COMPONENT	TITLE	Credits Per Relevant NCQF Level			Total Credits
		Level [4]	Level [5]	Level [6]	360
FUNDAMENTAL COMPONENT Subjects/ Courses/ Modules/Units	Introduction to Business Communication	10			10
	Introduction to Computer Application	10			10
	Introduction to Accounting and Finance	10			10
	Customer Service	10			10
	Organisational Behaviour	10			10
	Introduction to Travel, Tourism and Hospitality Industry		10		10
	Tourism Themes		12		12
	Travel Agency Operations		12		12
	Principles of Marketing		12		12
	Entrepreneurship		12		12
CORE COMPONENT					
	Events Management		12		12

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Subjects/Courses/ Modules/Units	Consumer Behaviour in Tourism and Travel		12		12
	Tourism Economics		12		12
	Tourism, Recreation, Planning and Policy		12		12
	Information Technology in Travel, Tourism and Hospitality		12		12
	Tour Guide and Operations Management			15	15
	Project			20	20
	Tourism in Botswana			15	15
	Accommodation Management			15	15
	Sustainable Travel and Tourism			15	15
	Customer Relationship Management			12	12
	Computerised Reservation System			15	15
	Tourism Marketing			15	15
	International Tourism Development and Planning			15	15
	Industrial Attachment			40	40

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STRANDS/ SPECIALIZATION	Subjects/ Courses/ Modules/Units	Credits Per Relevant NCQF Level			Total Credits
		Level []	Level []	Level []	
1.					
2.					
Electives Choose Any One	Human Resource Management			15	15
	Business Law in Botswana			15	15
	Tourism in Southern Africa			15	15
	Front Office Operations			15	15
	Food and Beverages Management			15	15

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SUMMARY OF CREDIT DISTRIBUTION FOR EACH COMPONENT PER NCQF LEVEL

TOTAL CREDITS PER NCQF LEVEL

NCQF Level	Credit Value
Level 4	50
Level 5	118
Level 6	192
TOTAL CREDITS	360

Rules of Combination:

(Please Indicate combinations for the different constituent components of the qualification)

Rules of Combination:

Learners must take all the fundamental modules worth 108 credits, Core modules worth 237 credits and one (1) Elective worth 15 credits to achieve a total of 360 credits to graduate with a Diploma in Tourism Management qualification.

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ASSESSMENT ARRANGEMENTS

Formative Assessment

Formative assessment will contribute 50% to the Final Mark.

Summative Assessment

Summative assessment will contribute 50% to the Final Mark.

MODERATION ARRANGEMENTS

There will be provision for internal and external moderation, conducted by qualified moderators in tourism

RECOGNITION OF PRIOR LEARNING

Recognition of Prior Learning (RPL) will be applicable for consideration for award in this qualification.

CREDIT ACCUMULATION AND TRANSFER

Credit Accumulation Transfer (CAT) will be applicable for consideration for award in this qualification.

PROGRESSION PATHWAYS (LEARNING AND EMPLOYMENT)

Learning progression Vertical:

- Bachelor of Commerce in Tourism Management
- Bachelor of Commerce in Travel and Tourism Management
- Bachelor of Business Administration in Tourism Management
- Bachelor of Commerce in Travel and Tourism Management

Learning progression Horizontal:

- Diploma in Tourism Management
- Diploma in Travel and Tourism Management

Employment Progression:

- Tourism operators.
- Events coordinator
- Concierge officer.

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- Tourism Consultants
- Tour guides.

QUALIFICATION AWARD AND CERTIFICATION

The minimum credits for graduation in the Diploma in Tourism Management are 360. Upon completing the qualification, learners will be issued the certificate.

SUMMARY OF REGIONAL AND INTERNATIONAL COMPARABILITY

The developed qualification was benchmarked against the Diploma in Tourism Management offered internationally by the Association of Business Executives (Abe) in the UK and regionally by the Diploma in Tourism Management offered by the University of South Africa (UNISA) in South Africa.

SIMILARITIES

Title: The title of the reviewed qualification is a Diploma in Tourism Management. The title of the compared qualification offered internationally by the Association of Business Executives (Abe) in the UK, is Diploma in Tourism Management, and the title of the regional qualification offered by the University of South Africa (UNISA) in South Africa is Diploma in Tourism Management. Therefore, the titles are the same in the qualifications offered in three different countries.

NQF level: This qualification is at NCQF level 6. The qualification offered at the University of South Africa is also pitched at NQF level 6, Association of Business Executive (Abe), in the UK is Regulated Qualifications Framework (RQF) -Level 5. This is due to the difference in the credit weightage added to the qualifications in the UK. However, though each country has its own specific terminology for the level Descriptors, they are all equivalent to the NCQF level displayed by the qualification.

Credits and Duration: This qualification has 360 credits and a 3-year duration. The qualification offered by the Association of Business Executives (Abe) in the UK and the qualification offered by the University of South Africa in South Africa has a minimum of 240 credits each and a 2-year duration, respectively. This is because they enrol learners from A-Levels, whereas institutions in Botswana enrol learners from BGCSE/IGCSE; hence, there is a difference of a full academic year, which is equivalent to 120 extra credits.

5. **Main Exit level outcomes:** They are similar for all qualifications since all the qualifications are pitched at level 6 according to the standard of the qualification framework of the countries of their origin. Besides, all the qualifications aimed to prepare the learners to promote tourism experiences for national and international clients.

Main modules: All three qualifications have fundamental, core, and elective modules. The core modules of the different qualifications are distributed in the following manner: This qualification has 16 core modules; the Diploma in Tourism Management offered by UNISA, South Africa, has 9 core modules, and the Diploma in Tourism Management offered by Abe (UK) has 8 core modules. Besides, there are similarities in the titles of the vital modules shared by the qualifications with which the submitted qualification was benchmarked. Therefore, this qualification is well balanced among the benchmarks.

Assessments: All the qualifications require both formative and summative assessment practices. -

Qualification rules and minimum Standards for the award of the qualification

The qualification rules and minimum standards for awarding the qualifications are similar to all three. In the submitted qualification, candidates are required to pass a minimum of 364 credits through the required fundamental, core, and elective modules. Learners must achieve a minimum 240 credit value in regional and international qualifications.

Pathways: The pathways of this qualification are similar to the qualifications compared.

DIFFERENCES

Entry Requirements, Credit Value or Duration and NQF levels:

The entry requirements of the qualifications offered regionally and internationally differ slightly, as reflected in their total credit values and duration. Though the level descriptors are named differently in the compared qualifications offered regionally and internationally, they are equivalent to the NCQF framework of Botswana.

Domains/Modules/Courses/Subjects covered (Fundamental, core & electives)

Although the qualification's structure, including fundamentals, cores and electives for the developed qualification, aligns with those of the qualifications it was benchmarked against, there are some slight

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differences in the exclusion of the module facilitating the fundamentals of Computer Applications for the regional and international qualifications.

Conclusion: This qualification is similar to the benchmarked qualifications with respect to the purpose, critical exit learning outcomes, level descriptors, assessment practices, and learning and employment pathways. The differences are the duration of the regional and international qualifications because of the A-level entry points, and the difference in titles.

REVIEW PERIOD

The qualification will be subjected to a review after every 5 Years.

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