QUALIFICATION SPECIFICATION					
					SECTION A
QUALIFICATION DEVELOPER		LIMKOKWING UNIVERSITY OF CREATIVE TECHNOLOGY			
TITLE	Bachelor of Business (Honors) in Hospitality Management			**NCQF LEVEL**	8
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			**130**		

1.0 RATIONALE AND PURPOSE OF THE QUALIFICATION

1.1 Rationale

Botswana is gifted with a rich mineral base and a diverse range of flora, fauna, unique landscape and a growing cultural heritage. In this era of unpredictable economic environments there is need for Botswana to shift overdependence upon minerals as the main engine of economic growth. Indeed the Government of Botswana has embarked on an economic diversification drive. Tourism in Botswana has been recognized as a means of supporting the diversification of the economy because tourism initiatives contributed 8.5% to the Gross Domestic Product (GDP) in 2014 and it is forecasted to rise by 5.3% per annum in 2025. In terms of job creation, the forecast is that the industry will support 87,000 jobs which is an increase of 2.0% per annum by the year 2025, (World Travel and Tourism Council, 2015). For tourism to contribute meaningfully to the economy through job creation, there is need for excellent hospitality services. For tourism to contribute meaningfully to the economy, there is need for excellent hospitality services.

All the areas of the hospitality industry such need professionals with the relevant knowledge and skills to manage the various sections of hospitality establishments. The nature of hospitality is such that all members of staff need to have excellent customer service skills and interpersonal skills to interact effectively with guests. All hospitality departments need managers who have the ability to pay attention to detail and who have team work skills. However, there are specific skills required for the different sections of hospitality establishment. For example, the front office and rooms division sections need manager who have well developed leadership skills to give clear and concise instructions. The sections also need proactive managers who through hospitality environment analysis can anticipate and prepare for emerging problems. Besides that the section needs a manager who can work under pressure and keep calm in difficult situations.

The food and beverages section managers require the ability to and resolve problems promptly and

efficiently because the potential for health problem is high. Managers in this section need verbal and written communication skills to enable them delegate multiples tasks and responsibilities effectively. Food and beverages section needs professionals who have problem solving skills, who have strong leadership skills, who can manage a team and who have inventory management skills.

One of the problems faced by the hospitality industry, especially the high-end market, is shortage of qualified staff. The industry needs service and management members of staff who are appropriately skilled and experienced. Currently, there is a vast gap between the skills and experience imparted and the skills and experience needed (Botswana Government's Hospitality & Tourism Profile, 2010). According to the Rakhudu family who own and run Staywell Hotels, one of their challenges "is hiring qualified staff in the hospitality industry. We find that there are not enough qualified people in the critical key areas such as the food and beverage and house-keeping" (CEDA Webiste, 2013-19)

The above has created a need for this qualification in Hospitality Management. This qualification aims to provide professional for the hospitality industry. The proposed qualification will equip students with relevant management skills required in the operations of the front office, rooms division, food and beverages sections of the hospitality establishments catering for a domestic and international domestic market. Hospitality management is very critical in supporting tourism.

According to (Obrien, 2012) training is critical as the industry is now faced with a shortage of well-trained personnel to meet current demand, Skills shortage, lack of training, crisis of competence, and a growing demand for flexibility and creativity is hindering the provision of quality service in the hospitality industry (Lydon, 2014). Hospitality training is very important in any nation as Ong (2010) states that one of the challenges faced by the hospitality industry is shortage of workers, increasing demand from customers to improve current service standards and pressure from governments to increase work productivity levels. The hospitality industry manpower shortage is affecting the provision of higher-end service levels. "Hospitality and catering" was branded a critical and priority field requiring urgent training attention (Botswana Training Authority (Bota), 2012); (Tourism Sector, Human Resources Development Plan, 2014). The Human Resource Development Council (HRDC) Interim Skills in Demand Report (Dec, 2016) highlights the skills gap in the hospitality industry, among them camp managers, lodge managers, restaurant managers, housekeeping managers, slots managers, revenue managers, etc.

Hospitality Labour Market Survey

The Labour market survey that was conducted in 2019 among hospitality establishments sought to establish perceptions of hospitality education, the important skills and abilities for the different departments in hospitality and the existing gaps in terms of skills and abilities.

Findings

   (a) Perceptions of hospitality education

All the respondents indicated that there was need for comprehensive training that covers culinary arts/professional cookery, event planning, customer care, front office skills, restaurant services and computing skills.

(b) Important Skills and abilities for hospitality

Culinary skills, oral and written communication, teamwork, leadership, negotiation skills, marketing, work ethics, cultural sensitivity, customer care skills, adaptability at work, decision making, problem solving, analytical and critical thinking, creativity, presentation skills, management skills, time management, etc.

(c) Identified knowledge, skills and competence gaps

Respondents indicated that there were knowledge, skills and competence gaps in the following areas:

Culinary arts, professional cookery, front office operations, maintenance and housekeeping, event management, correct accommodation and lodging booking, maintenance of accurate customer database, customer care in terms of paying attention to what customers want, marketing of hospitality services and products to current and potential guests, work ethics, cultural sensitivity, communication skills, adapting to the ever changing hospitality work environment, time management, etc.

A consultative meeting with the industry (Indaba Lodge Gaborone, Aquarian Tide Hotel, Lansmore Masa Square Hotel and Town Lodge Gaborone) confirmed the gap in specialized skills such as; culinary arts/professional cookery, events planning, customer care, markings, front office skills, restaurant services and computing skills.

Thus, this qualification in hospitality management is essential in providing the hospitality sector of the economy in Botswana with the required skills and knowledge for business growth.

1.2 Purpose

The purpose of this qualification is to produce graduates:

(a) Who can be employed in management level positions as:

- Restaurant manager
- Food & Beverage manager
- Marketing Account executive
- Training manager
- Guest Relations Manager
- Front Office Manager
- Executive Housekeeper

- Accounting Assistant
- Hotel Manager
- Researchers

(b) Who have the ability to set up and manage successful hospitality-related businesses.
(c) Who can use entrepreneurial skills to create jobs for themselves and for others
(d) Who can apply their knowledge, skills and attitudes to solve environmental, economic, technological and social problems in hospitality industry
(e) Who can initiate, organize and control all aspects of the hospitality business enterprise
(f) Who have management skills to manage the business as well as human resources
(g) Who have critical thinking and analytical skills to make sound judgments and decisions and solve hospitality related problems

2.0 ENTRY REQUIREMENTS (including access and inclusion)

2.1   Entry Requirements:

- Bachelor of Business in Hospitality Management or in related fields

2.1.2 For Advance Standing

- Students with Higher National Diploma in the relevant field from any recognized institution will be admitted

2.1.3 Credit Transfer

- Credit transfer shall also be recognized as an approach to enroll those who have certificates recognized by BQA for purposes of placing them to an equivalent NCQF level.

- Qualifications from other frameworks will be assessed in line with BQA requirements.

- The maximum number of credits that can be exempted for students with the different qualifications are shown in the table below

NCQF Level	Credit Exemptions Per NCQF Level
Degree Level 7	480 Credits

2.1.4 Recognition of Prior Learning (RPL)

- Prospective students who attained a qualification and awarded recognition shall be evaluated to determine exemptions for modules already covered.

2.1.5 Target Population

- Bachelor of Business in Hospitality Management
- Part-Time learners who are in employment prepared to study in the evenings
- Students from the SADC region and globally who are interested in the programme

3.0 QUALIFICATION SPECIFICATION	SECTION B

GRADUATE PROFILE (LEARNING OUTCOMES)	ASSESSMENT CRITERIA
3.1 Use relevant theories and practices to manage front office, lodging, food and beverage operations effectively and efficiently	3.1.1 Analyse the critical role of front office in the hospitality establishment 3.1.2 Design guidelines for professional interaction with guests at booking, guest arrival and guest departure 3.1.3 Develop guidelines for the efficient collection of guest details and requirements in warm and friendly manner 3.1.4 Formulate efficient procedures for quick and easy guest check-in and check-out (assigning room, issuing keys, settling guest bills, etc.) 3.1.5 Apply effective and efficient guest services such as luggage assistance on guest arrival and departure 3.1.6 Assess the contribution of food and beverage services to guests' hospitality establishment experience 3.1.7 Set standards for food production and service for the hospitality establishment 3.1.8 Determine the flow of food to identify the types of food that are at risk of contamination 3.1.9 Establish control points during the receiving, storing, preparing, holding and serving processes 3.1.10 Develop quality management strategies in the production of food and beverages served in the hospitality establishment 3.1.11 Redesign menus and recipes to value to guest experience 3.1.12 Implement seasonal and local food festivals as well as beverage promotions in the establishment's 3.1.13 Reinvent room-service procedures by providing staff training in proper room service etiquette 3.1.14 Develop schedules for the regular review of in-house marketing materials, such as menus 3.1.15 Initiate processes for the incorporation of local foods and beverages to create the establishment's cultural identity 3.1.16 Analyse the role of housekeeping in a hospitality establishment 3.1.17 Set cleanliness standards for all areas of the hospitality establishment based on accepted industry standards 3.1.18 Design housekeeping operational procedures that can assist staff to cope with the high degree of uncertainty in occupancy 3.1.19 Develop fault reporting procedures for prompt response to maintenance issues in a hospitality establishment 3.1.20 Develop schedules for cleaning staff, restocking of supplies in rooms and other public areas to maintain cleanliness in the hospitality establishment 3.1.21 Assess the safety and security risk for guests and staff in a

	hospitality establishment
	3.1.22 Analyse the advantages of security equipment such as surveillance cameras, electronic door locking systems, key cards, in-room safes, etc.
	3.1.23 Propose the installation of security and safety equipment
	3.1.24 Develop lost and found procedures
	3.1.25 Develop guidelines for the incorporation of "green lodging initiatives" that encourage the use of environmentally friendly products, processes and amenities (recycling, water saving procedures, use of solar energy, etc.)
	3.1.26 Use ICTs in the various hospitality processes (e.g.room reservations)
3.2 Apply appropriate strategies to manage financial resources in the various sections of hospitality establishments	3.2.1 Describe the process of budgeting employed by any hospitality organisation
	3.2.2 Budget for all the different sections in the hospitality establishment (rooms division, food and beverage, front office)
	3.2.3 Allocate financial resources according to various establishment sectional needs
	3.2.4 Employ an operational tracking system to capture and track expenses and revenue easily
	3.2.5 Monitor expenses in each sectional area against the budget to identify areas of exceeded expectations and areas where profitability is at risk
	3.2.6 Create financial reporting systems that provide an overview of each operational section in the hospitality establishment on a daily basis
	3.2.7 Develop room pricing systems based on the economics of supply and demand (prices raised when demand is high and dropped when demand is low)
	3.2.8 Maximize revenue by allocating the right type of rooms to the right guests at the right prices
	3.2.9 Conduct financial audits for all sections (rooms division, front office and food and beverage) to track, trace and reconcile financial inconsistencies where necessary
	3.2.10 Analyse impact of customer service dissatisfaction on the revenue generation in the various sections of the hospitality establishment develop strategies to mitigate them
	3.2.11 Analyse the financial potential created by the rise in preference for indigenous cuisine on the food and beverage section of hospitality establishments
	3.2.12 Suggest ways in which hospitality establishments exploit guest preference for traditional foods to generate revenue
	3.2.13 Analyse the financial challenges caused regular staff turnover in the hospitality establishments
	3.2.14 Employ weather date to forecast shifts in hospitality service demand and the impact on revenue
	3.2.15 Discuss the implications of inaccurate forecasting for

	hospitality establishments
	3.2.16 Explain the importance of ethics in financial management for hospitality organisations
	3.2.17 Identify and analyse the occurrence of ethical challenges faced by cash-based, people-intensive hospitality establishment
	3.2.18 Formulate strategies that promote financial ethical conduct in hospitality organizations
	3.2.19 Investigate the factors that contribute to unethical financial conduct in hospitality organizations
	3.2.20 Experiment with pricing to ensure and maintain a steady flow of guests as well as revenue
	3.2.21 Create financial system that enable consolidation of all revenue generated in the different sections of the hospitality establishment
	3.2.22 Use technology and accounting software in the management of accounting processes
	3.2.23 Design effective labor cost control systems
	3.2.24 Calculate and compare actual food and beverage costs to the budgeted food and beverage costs, and suggest plan of actions to address any variances.
3.3 Apply best human resource management practices in managing the workforce in hospitality organisations	3.3.1 Explain the importance of effective human resources management to front office, rooms division and food and beverage sections of hospitality establishments
	3.3.2 Evaluate the effectiveness of some of the theories that have been applied managing in human resources in hospitality organisations
	3.3.3 Apply the most effective practices in managing human resources in hospitality organizations
	3.3.4 Analyse the number of employees needed in each section of the hospitality establishment
	3.3.5 Formulate job descriptions and job tasks for all staff in all the different sections of the establishment
	3.3.6 Develop reporting guidelines for all sections of the establishment
	3.3.7 Adapt recruitment processes and procedures to ensure that employees are recruited with the right 'service attitude' to enhance quality of the various hospitality operations and services
	3.3.8 Establish rules and regulations that specify how applicable staff members should conduct themselves in the establishment
	3.3.9 Initiate employee empowerment programmes in each section of the hospitality establishment
	3.3.10 Design tasks that fit the degree of staff interaction with customers

	3.3.11 Assess how external influences such as labour regulations can affect human resources activities
	3.3.12 Review the importance of diversity in the hospitality workplace
	3.3.13 Plan ongoing activities that promote diversity and its benefits to the establishment's staff members
	3.3.14 Describe basic procedures important in planning for and implementing diversity
	3.3.15 Analyse specific human resources responsibilities in the food and beverage, front office and room division departments of hospitality organizations
	3.3.16 Formulate organizational time management strategies to manage time successfully, setting appropriate and achievable goals
	3.3.17 Employ ethics in the management of all aspects of human resources (the recruitment, task assignments, employee remuneration, etc.)
	3.3.18 Design effective labor cost control systems
3.4 Undertake research tasks, analyse data, and prepare written and/or verbal material to communicate outcomes	3.4.1 Employ relevant theories and appropriate research methods in researching pertinent issues in the hospitality industry
	3.4.2 Critically assess and evaluate phenomena in the hospitality business context
	3.4.3 Formulate research time management strategies to manage time for successful achievement of research goals
	3.4.4 Interpret data and text in the analysis of the business problems in the hospitality industry
	3.4.5 Utilise appropriate data analysis methods and present a flexible and reflective response to problem solving within the hospitality context
	3.4.6 Articulate research findings and recommendations in a structured manner using electronic means of communication
	3.4.7 Explain results of original research that has been conducted using social science research principles and methods
	3.4.8 Express knowledge and ideas obtained from research through oral, written and audio/visual work in effective and confident manners
	3.4.9 Conduct research to find solutions to challenges in technical operation and management, human resources management, financial management, etc of the hospitality business organisation
	3.4.10 Conduct research to facilitate innovation in the various sections of the hospitality establishment
	3.4.11 Employ ethical conduct in the all aspects of research
	3.4.12 Use research results to solve problems, make decisions and enhance the quality of hospitality operations and services
	3.4.13 Use research results to implement innovation in various sections of hospitality

	3.4.14	Use technology for research data collection and analysis
3.5 Evaluate the tasks, roles and practical problems of those in management and decision-making positions within the hospitality industry	3.5.1	Conduct an assessment of tasks, duties and responsibilities connected to the various management positions
	3.5.2	Justify the need for on-going evaluation and review process of new roles and existing roles that change over time
	3.5.3	Initiate adjustments in accordance with new facts and the results of the task evaluation
	3.5.4	Consolidate the types of practical that managers face in the hospitality establishments
	3.5.5	Develop guidelines on how to handle problems faced by managers in hospitality establishments such as customer perceptions, online reputation and manipulation, etc
	3.5.6	Develop online reputation management strategies to offset online critical reviews
	3.5.7	Identify and analyse challenges faced by decision makers in the hospitality establishment
	3.5.8	Develop decision-making strategies to deal with challenges such as complex customer needs, labour skills shortages, revenue and pricing of hospitality products and service, etc.
3.6 Manage the health, safety and environmental requirements in a hospitality	3.6.1	Identify the principal requirements of health, safety and environmental management in the hospitality establishment
	3.6.2	Interpret and apply legislative requirements, industry standards and best practices of safety and health in hospitality
	3.6.3	Assess the extent of management responsibility for the management of health, safety and the environment
	3.6.4	Formulate risk profiles and legal registers according to hospitality industry accepted practices and standards which cover all the risks
	3.6.5	Compose guidelines for complying and managing the health, safety and environmental requirements for the hospitality establishment
	3.6.6	Develop strategies to monitor compliance to health, safety and environmental management
3.7 Utilise information technology in the various hospitality operations for competitive edge	3.7.1	Relate use of technology to efficient, effective and profitable management of hospitality organizations
	3.7.2	Assess how use of technology in the hospitality establishment lowers operations-related transaction costs
	3.7.3	Identify and apply the various ICT applications to make hospitality operations more efficient and effective
	3.7.4	Apply ICT applications innovatively to enhance guest experience
	3.7.5	Modify ICT application to fit into the operations and services of the establishment to gain a competitive edge
	3.7.6	Employ ICTs to access, analyse, evaluate information for strategic planning decision making processes

	3.7.7 Initiate the use of technology for marketing activities in the hospitality establishment
	3.7.8 Employ technology in the management of a hospitality organisation' online reputation
	3.7.9 Formulate strategies to ensure appropriate, legal and ethical use of technology in the hospitality establishment
	3.7.10 Use technology to generate user-generated content on the establishment's reputation
3.8 Modify food production plans to incorporate creativity in the preparation and display of food items	3.8.1 Analyse trends that are taking place in food and beverage sector locally and globally
	3.8.2 Determine how much importance consumer attach to food ingredients and their health benefits
	3.8.3 Assess consumer perceptions of foods grown in different ways (organically/inorganically)
	3.8.4 Modify foods to
	3.8.5 Plan an prepare food based on a thorough understanding of what customers need and want
	3.8.6 Apply basic scientific principles that govern food reactions and role of ingredients.
	3.8.7 Employ creativity in recipe formulation through use creative mix of ingredients
	3.8.8 Experiment with unusual food combinations
	3.8.9 Introduce changes in the ways food products are created and delivered
	3.8.10 Assess consumers' changes in attitudes, values and behaviour towards both familiar and unfamiliar foods
	3.8.11 Use demographic changes to guide innovation in the food and beverage section of the hospitality establishment
	3.8.12 Formulate teams who can work on the generation of innovative ideas pertaining to foods, preparation, processing, serving etc.
	3.8.13 Comply with the safety procedures and guidelines of the hospitality industry.
	3.8.14 Use basic nutrition information to maintain health of customers and prevent of diseases
	3.8.15 Consult external food experts for validation of new foods, preparation, etc.
3.9 Apply appropriate marketing strategies to market Botswana's tourism destinations and their hospitality services.	3.9.1 Evaluate and formulate hospitality marketing strategies.
	3.9.2 Develop hospitality marketing planning processes.
	3.9.3 Analyze hospitality marketing problems and suggest marketing strategies.
	3.9.4 Prepare and present persuasive, well organized oral and written hospitality marketing reports.
	3.9.5 Identify trends that affect marketing and sales in the hospitality industry
	3.9.6 Identify factors affecting the buyer-seller relationship in the

	industry, take advantages of the opportunities and eliminate threats.
	3.9.7 Formulate processes for decision making on offering and managing incentives in hospitality
	3.9.8 Use effective communication in marketing the establishment
	3.9.9 Use technology to market Botswana's hospitality facilities and services (websites, online advertising, social media, etc)
3.10 Use effective communication in meetings and negotiations with all stakeholders, in decision-making and problem-solving processes, etc. in the hospitality establishment	3.10.1 Effectively communicate in written, electronic and oral forms to the stakeholders in meetings, negotiations, etc
	3.10.2 Conduct effective presentations for various purposes to hospitality stakeholders
	3.10.3 Respond to written, spoken or visual messages in a manner that ensures effective professional communication
	3.10.4 Utilise technology in applicable communication processes
3.11 Apply professionalism and ethics to all hospitality operations and activities	3.11.1 Develop professional and ethical guidelines for the hospitality establishment
	3.11.2 Apply professionalism and ethics in all hospitality processes and procedures
	3.11.3 Use a variety of thinking skills to anticipate and solve problems.
	3.11.4 Show respect for diverse opinions, values, belief systems and contributions of others
	3.11.5 Manage the use of time and other resources to complete projects
	3.11.6 Take responsibility for one's own actions, decisions and consequences.
	3.11.7 Monitor conduct of employees
3.12 Develop hospitality services and operations that reflect creativity and innovation	3.12.1 Monitor developments in services, technology and its use, etc. to keep track of emerging trends in the hospitality industry
	3.12.2 Justify the need for creativity and innovation in hospitality
	3.12.3 Assess the impact of creativity and innovation in the hospitality industry
	3.12.4 Relate creativity and innovation to competitive edge
	3.12.5 Initiate and manage creativity and innovation activities in all hospitality operations and services
	3.12.6 Develop and implement innovative services and operations
	3.12.7 Apply creativity in the use of design elements and principles

4.0 QUALIFICATION STRUCTURE
SECTION C

FUNDAMENTAL COMPONENT	Title	NCQF Level	Credits
Subjects / Units / Modules /Courses	1. Strategic Food and Beverage Management	8	10
	2. Managing Quality in Service Organisations	8	10
	3. Strategic Hospitality Marketing	8	10
	4. Applied Research Dissertation	8	30

	5. Managerial Accounting for the Hospitality Industry	8	10
CORE COMPONENT Subjects / Units / Modules /Courses	6. Strategic Management in Hospitality	8	10
	7. Strategic Human Resource Management	8	10
	8. Business Leadership in Hospitality Management	8	10
	9. Creativity and Innovation in Hospitality	8	10
	10. Web Sites and E-Business for the Hospitality Industry	8	10
ELECTIVE COMPONENT Subjects / Units /	11. Contemporary Issues and Change Management in Hospitality Management	8	10
	12. Contemporary Issues in Food and Drink		
			130

The table below shows module distribution in relation to fundamental, core and elective components. Learners are to select one (1) module out of the two electives given.

Module Classification	Module Status	Total number of modules	Total number of credits	Credit Percentages
Fundamental Component	Compulsory	5	74	56.9%
Core Component	Compulsory	4	46	35.38%
Elective Component	Elective	1	10	7.69%
Total		**10**	**130**	**99.97%**

4.0 RULES OF COMBINATIONS, CREDIT DISTRIBUTION(WHERE APPLICABLE):

Degree Year	Minimum NCQF Credit Level	NCQF Descriptor Level Credit Composition Rule	Qualification's Credit Distribution
Year 1 Semester 1	120	• Level 8 Min credits 120 • **(130)**	**130**
Year 1 Semester 2			

Rule

- The qualification in hospitality management is a one year programme and learners who undertake it shall be awarded an honours degree after completing and attaining the full 130 credits.

- Students are required to select and register for one elective from the options given. The electives are designed to allow students to focus on an area of their interest within the professional communication discipline. Students must take a maximum of 10 credits for electives.

5.0 ASSESSMENT ARRANGEMENTS

5.1 Standard Conditions of Assessment

(a) Assignment Setting

Senior Lecturers and module/course coordinators design all assessments with reference to the approved module descriptor. They are expected to use the approved assignment briefing form so that students are advised of the key information they need. Senior Lecturers and module/course coordinators determine the issue and submission dates in line with those outlined in the approved module outline. Lecturers can only change the dates only with the prior agreement of the Head of Faculty in order to balance the needs of individual module requirements with the need for student workloads to be balanced throughout the academic sessions.

Assessment criteria which indicate to the students how the work will be judged (e.g. in relation to the work's organisation and presentation, its content coverage, use of reference sources or the extent to which the assignment task's demands are satisfied) is always included.

The marking key is also provided by inclusion of marking criteria that are specific to the assignment and which give an indication how **a poor, acceptable and excellent** piece of work would be described in relation to each of the criteria.

(b) Assignments

- Students are issued with assignments briefs for the whole semester. The first assignments are due for submission in Week 4 of the semester while the second assignments are submitted in Week 7.

- Each assignment/project is accompanied by an assignment outline. The content of the assignment outline includes:

  o Description of Assignment/Project objective(s) and expected outcomes.
  o Weightage on marking percentage in the overall module marking.
  o Assessment criteria and marking scheme.
  o List of references related to/for the assignment.
  o Submission format
  o Deadline

(c) Marking

Lecturers are required to mark in accordance with the approved, published assessment and associated marking criteria. Marks are converted to percentage points before being approved and released to students. The marks align with grades which, in turn, align with overall award grades or classifications, as specified in the assessment

(d) Tests

Students write tests or mid-semester examinations in Week 10.

(e) Examinations

- All scheduled final examinations are held at the end of the semester in the Academic Calendar (Week 15 and Week 16). Comprehensive final examinations are required for all theory based modules. No other coursework, including laboratory or studio work, is due during the final

examination period unless it is assigned in advance, and in lieu of the module/course's final examination.

- During the examination period, no classes other than review sessions are held regardless of whether there is a final examination in the module. To provide students with adequate time to prepare for final examinations, no other examinations, portfolios reviews, critiques or juries are scheduled for the last day of a module with final examination.

5.2 Alternative Assessment Arrangements

Arrangements for adjustments for students with special needs are coordinated by the Special Needs Unit. The unit deals with arrangements for students who may need additional support and/or access needs. A wide range of reasonable adjustments to assessment arrangements is available, including the modification of questions. The number of modules that students with autism and schizophrenia take per semester is reduced to prevent overloading them with too many assessments.

5.2.1 Procedure

The application process requires that students indicate their special needs or specific learning difficulties. During registrations students with special needs provide professional evidence of the specific disability, specific learning difficulty or chronic health condition to the SNU. The Special Needs Unit conducts a needs assessment and informs faculties and the Examinations Unit of the appropriate support needs of the students.

5.2.2 Assignments and Extensions on Assignments

Under special circumstances, students can request for extension on assignment submission. Such extension requests should be sent to the Senior Lecturer a week before the due date for the assessment task.

Extension requests can only be made in extenuating circumstances such as illness, injury or other circumstance. Poor time management is considered a good reason to approve an extension.

When a student is unable to meet the due date or is unable to submit an extension request on time but has extenuating circumstances the student can submit a special consideration request as long as the assessment task is worth more than 15% of the total subject.

5.2.3 Changes to Assignment Methods

Changes to assignment methods are instituted to cater for students with special needs. The Special Needs Unit (SNU) has facilities for students who require different assignment methods. Assignments for visually challenged students are brailled in the Special Needs Unit before being issued to those students. Extra time is given to such students to accommodate the process of brailling the assignment briefs and transcribing the students' work.

5.2.4 Alternative Test and Examination Arrangements

Students with special needs write their tests and examinations in the SNU. Additional time is given to students who need it. The amount of extra time given is determined by guidelines from the medical

assessment reports. Students are also provided with specialised software or ergonomic furniture, depending on the nature of their disabilities.

- **Hearing Impaired Students**

For hearing impaired students, arrangements for the use of an interpreter or lip speaker can be made. Alternatively, there may be support for pre-lingually deaf students upon arrangement and/or additional time allowance.

- **Visually Impaired Students**

Scripts may be made available in Braille or large print or questions and candidate answers supplied via audio-tape if practicable. Arrangements to use a reader can also be made.

- **Students with Autism and Schizophrenia**

Students with dyslexia or autism or schizophrenia are given extra time based on medical advice. They are also made to write in a separate and quiet room.

Dyslexic and schizophrenic students are also allowed to take rest breaks during an examination.

Types of assessments for the qualification

Method of Assessment	Type of Evaluation and Point of Evaluation
Final Examination	End of semester. Summative evaluation.
Mid-Semester Tests	Given at the mid of the semester. Formative evaluation.
Dissertation	Applied research project. Students are required to come up with a researchable topic, work on a research proposal and data collection, data presentation and analysis and recommendations
Seminars /Guest Lecturers	Invited once in a semester
Group Assignments	Given once in a semester and students work in a group of 3-5. Formative evaluation.
Individual assignment	Given once in a semester. Formative evaluation.

Formative assessment

Coursework	Actual Marks	Weighting	Issue Date	Due Date
Individual Assignment	30	10	Week 3	Week 5
Mid-semester Test	40	20	Week 7	Week 7
Group Assignment	50	20	Week 2	Week 13
Total		**50**		

Summative assessment

Coursework	Actual Marks	Weighting	Issue Date	Due Date

3 Hours Final examination	100	50	Week 15/16	Week 15/16
Total		**50**		

6.0 MODERATION ARRANGEMENTS

6.1   INTERNAL MODERATION REQUIREMENTS

(a) Moderation of Assessment

Moderation of assessment takes place at the key stages of the assessment process, i.e. design of tasks and marking of assignments (including consideration of results). 30% of all assignments, tests, examination and projects are subjected to moderation.

(b) Moderation: Design of Assessments

Moderation at assessment design stage. The principle aspects considered at this stage are a review of:

- Compatibility of assessments with learning outcomes
- Over-arching approach to assessment
- Assessment criteria
- Marking schemes
- Model answers
- Consistency with NCQF level
- Suitability of tasks, questions, etc.

Moderation at the design stage is undertaken by the all lecturers teaching the various modules.

(c) Moderation: Marking of Assessments

Moderation at marked assessments stage: The key activities of moderation process at the marking stage include:

- Sampling of marked assessments.
- Additional marking of borderlines and fails.
- Double marking of dissertations, major projects/designs or presentations.
- Adjudication by another marker where there are significant differences between the marks given by two or more assessors.
- Evaluation of consistency where multiple staff members have contributed to the marking.
- Consideration of special circumstances which may have affected the performance of a group of students1.
- Overview of the School's approach to considering the special circumstances of individual students.

6.2   EXTERNAL MODERATION REQUIREMENTS

The key activities of the external moderation process include:

- Sampling of marked assessments, assignments, tests, projects and dissertations.
- Compatibility of assessments with learning outcomes.
- Scrutiny and additional marking of borderline and fail cases.
- Double marking of dissertations
- Adjudication by another marker where there is a great disparity between marks awarded by two or more assessors
- Evaluation of consistency where multiple staff members have contributed to the marking.
- Consideration of special circumstances which may have affected the performance of a group of students.
- Overview of the approach to considering the special circumstances of individual students.

6.3 CRITERIA FOR SELECTION OF ASSESSORS AND MODERATORS

- **Assessor Requirements**: A relevant Masters Degree or above.

- **Moderator Requirements**: A relevant Masters Degree or above. Relevant experience is also a requirement.

7.0 RECOGNITION OF PRIOR LEARNING (if applicable)

- Attained qualification and awarded recognition shall be evaluated to determine its equivalence within the NQF through recorded interviews, inspection of transcript or oral and practical test to determine the level of qualification.

- Graduates with Level 7 Certificates in Hospitality and Tourism Management or other related courses shall have modules already covered exempted

8.0 PROGRESSION PATHWAYS (LEARNING AND EMPLOYMENT)

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

- Bachelor of Business (Hons) in Tourism Management
- Bachelor of Business (Hons) in Event Management
- Bachelor of Business (Hons) in Entrepreneurship

8.2 Vertical Articulation

Level 9 hospitality-related qualifications such

- Master of Business in Tourism Management
- Master of Business in Event Management
- Master of Business in Entrepreneurship

8.3 Employment Pathway

Below are possible jobs or employment the holder of this qualification can take up:

- Restaurant manager
- Food & Beverage manager
- Marketing Account executive
- Training manager
- Guest Relations Manager
- Front Office Manager
- Executive Housekeeper
- Accounting Assistant
- Hotel Manager
- Researchers

9	QUALIFICATION AWARD AND CERTIFICATION

9.1 Minimum standards of achievement for the award of this Level 8 qualification

To qualify for qualification award and certification, a students must

- Attain a minimum of 130 credits overall, including a maximum of 10 credits at Level 7.
- Complete satisfactorily any additional and specified requirements of the qualification.
- Have official verification that he/she has covered and passed all the modules
- The graduates' class of degree will be determined by the weighted average mark for all modules, contributing to the honours assessment using the classification boundaries presented in the table below.

Class of Degree	Weighted Average
First Class Honours	70+%
Second Class Honours (Division I)	60-69%
Second Class Honours (Division II)	50-59%
Third Class Honours	40-49%

9.2 The institution's certificate is secure and has the following features – watermark; the university seal; certificate number; name of institution and logo; graduate's name; name of qualification; date of issue and relevant signatures. The academic transcript also has the following security features: date of birth; identity or passport number; name of qualification; name of institution and logo; name of qualification, date of issue and relevant signatures.

10	REGIONAL AND INTERNATIONAL COMPARABILITY

The qualification complies with the generally accepted format the qualification. It consists of a theoretical component and a compulsory research component designed to develop research techniques, methods and report writing. The content of the theoretical component is consistent with that in respected international

qualifications in Hospitality Management.

Summary of Benchmarking with other Institutions

Benchmarking the hospitality management qualification with Other Universities/Institutions

Criteria	Management in Hospitality Bachelor of Arts (Honours) University of Central Lancashire (UK)	Bachelor of Business (honours) Tourism and Hospitality Management University of the Highlands and Islands	Bachelor of Arts (Honours) in Hospitality Management Dundalk Institute of
Duration	1 year	1 year	1 year
Average Modules Per Semester	4	4	6
Total number of modules	7	7	11
Number of specialization Modules	4	0	6
Number of Elective Modules	1	1	2
Research/Dissertation Project	Yes	Yes	Yes
Work placement	No	Yes	

Entry Requirements	• Not stated	• Scottish Highers at grade C or above OR • 2 A levels at grade C or above PLUS • 2 Standard Grades at 3, or 2 GCSEs at grade C • HNC in a tourism, hospitality or business subject, in hospitality, professional cookery, or business subject	• Bachelor of Arts in Hospitality Management or equivalent, with an overall pass and a minimum overall average of 50% achieved in one sitting.

The qualification was benchmarked against three international qualifications that offer a one year Level 8 qualification. The qualifications introduce students to general hospitality and the supporting industry aspects of tourism. The qualifications mostly management modules.

Similarities

All the qualifications have a dissertation/research paper component. They all offer learners electives. The duration of the qualifications is one year.

Differences

The main difference is the focus of qualifications. The focus of the qualifications depends on the title of the qualifications – business or arts. This is also reflected in the modules offered. One qualification combines hospitality and tourism

Contextualisation

The proposed qualification will focus on business side of hospitality. Being a Level 8 qualification focuses on management issues as it is aimed at preparing learners for management, problems-solving and decision-making roles in the hospitality industry.

REVIEW PERIOD
Every five (5) years therefore 2023

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

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REGISTRATION STATUS	**BQA DECISION NO.**	**REGISTRATION START DATE**	**REGISTRATION END DATE**
LAST DATE FOR ENROLMENT		**LAST DATE FOR ACHIEVEMENT**	