
	BQA NCQF QUALIFICATION TEMPLATE	Document No.	DNCQF.QIDD.GD02
		Issue No.	01
		Effective Date	04/02/2020

9SECTION A: QUALIFICATION DETAILS															
QUALIFICATION DEVELOPER (S)				Ministry of Employment, Labour Productivity and Skills Development											
TITLE		Certificate III in Hospitality Operations								NCQF LEVEL		3			
FIELD		Services			SUB-FIELD		Hospitality			CREDIT VALUE		40			
New Qualification						<input checked="" type="checkbox"/>		Review of Existing Qualification							
SUB-FRAMEWORK				General Education			<input type="checkbox"/>		TVET			<input checked="" type="checkbox"/>		Higher Education	
QUALIFICATION TYPE		Certificate	I	II	III	<input checked="" type="checkbox"/>	I	V	Diploma	Bachel or					
		Bachelor Honours		Post Graduate Certificate					Post Graduate Diploma						
		Masters					Doctorate/ PhD								
RATIONALE AND PURPOSE OF THE QUALIFICATION															
<p>RATIONALE:</p> <p>The Botswana Education and Training Sector Strategic Plan (ETSSP 2015-2020) marks a significant milestone in a collective effort as a nation to bring about a more diversified, knowledge-based economy. Through a planned and careful development of human capital, the ETSSP seeks to refocus the education and training towards fulfilment of social and economic aspirations identified in the Revised National Policy on Education (RNPE) 1994, the National Development Plan, Vision 2036 and as well as the Millennium Development Goals. In particular, the ETSSP is intended to strengthen the match between qualifications and labour market requirements, thereby ensuring that education and training outputs are more closely aligned to socio economic development needs of the country. In line with this strategic goal the Human Resource Development Council (HRDC), report on top occupations in demand of 2016 has identified Hospitality as one of the priority skills for the manufacturing sector.</p> <p>The Human Resource Development Council, in line with its first five-year strategic plan (2016-2021), started developing human resource development sector plans to address the problem of skills mismatch and to produce a globally competitive human resource. These plans will further identify demands in the labour</p>															

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market and guide training institutions on priority skills to produce market ready graduates. Hospitality Operations is one of the sectors identified.

A consultation with stakeholders came to acknowledge that one major constraint to the development of Hospitality Operations is the quality-of-service delivery, service personnel is generally friendly, but a lack in professional performance is obvious. Service skills are poor in all areas e.g., food production, service, supervisory, and management because citizens generally have low or no qualifications in the field. This therefore necessitated the development of a new curriculum that will close all the identified gaps and help effectively develop the human resource in the hospitality operations industry.

PURPOSE:

The purpose of this qualification is to equip graduates with skills and knowledge to:

- Prepare basic meals.
- Serve drinks and meals.
- Book customers and perform check –ins and check-outs.
- Service both guest rooms and public areas according to Hospitality standards.


ENTRY REQUIREMENTS (including access and inclusion)


Minimum entry requirement for this qualification is a:


Certificate II, NCQF level 2 or equivalent with Home Management, Food and Nutrition and or Development Studies.

Recognition of Prior Learning (RPL):


There will be access through Recognition of Prior Learning (RPL) and Credit Accumulation and Transfer (CAT) in accordance with the RPL and CAT National Policies.

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SECTION B		QUALIFICATION SPECIFICATION	
GRADUATE PROFILE (LEARNING OUTCOMES)		ASSESSMENT CRITERIA	
LO 1 Communicate with clients, colleagues and others using appropriate forms of communication techniques. 		1.1 Use written, verbal, non-verbal communication appropriate to the target audience. 1.2 Interpret stipulated instructions or requirements. 1.3 Apply information acquired in the performance of tasks or discussions with other people. 1.4 Apply relevant definitions, terminology, abbreviations, and language. 1.5 Present information using appropriate language and formats. 1.6 Construct clear sentences to produce a written logical and coherent piece of writing. 1.7 Use appropriate presentation formats and styles of writing to produce error free business documents.	
LO 2 Utilise ICT for information retrieval and processing as well as communication and collaboration with others.		2.2 Use ICT responsibly and ethically. 2.3 Manage information using ICT. 2.3 Organize and synthesis information using ICT. 2.4 Implement data loss prevention strategies using ICT. 2.5 Present information in a variety of formats using ICT	
LO 3 Provide quality service in establishing and meeting customer requirements.		3.1 Apply principles of customer care in the Hospitality Industry. 3.2 Provide information to customers on products and services. 3.3 Demonstrate quality customer service using telephonic and electronic communication.	
LO 4 Demonstrate Front Office Skills in accordance with the required Industry standards.		4.1 Use different equipment and materials in the Front Office Section accordingly. 4.2 Carry out the Check-in procedure according to the set standard. 4.3 Demonstrate Front Office Service Skills in accordance with the set standards. 4.4 Perform the check-out procedure according to the set standard	
LO 5		5.1 Use different equipment and materials in housekeeping section accordingly.	

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Demonstrate Housekeeping Operations in accordance with the required Industry standards.	5.2 Service the guest rooms accordingly. 5.3 Clean Public areas in accordance with the set standards. 5.4 Demonstrate the use of detergents on different fabrics in the Laundry section. 5.5 Demonstrate Housekeeping Skills in accordance with the set standards.
LO 6 Apply basic knowledge of Food and beverage products to serve customers in accordance with industry standards.	6.1 Apply concepts of Food and Beverage in hospitality establishment. 6.2 Use cutlery, crockery, glassware, linen and complimentary table items. 6.3 Serve a variety of beverage products in Food and Beverage section. 6.4 Demonstrate different styles of services according to industry standards.
LO 7 Prepare various simple cuisines to customers' requirements in accordance with industry standards.	7.1. Apply basic elements of Food Preparation. 7.2. Use different equipment and tools in the kitchen. 7.3. Demonstrate knife skills on a range of food items. 7.4. Prepare a range of simple dishes for different services. 7.5. Present a variety of simple dishes for different services.
LO 8 Practice Hygiene and Safety in the Hospitality industry.	8.1. Apply hygienic practices for good health. 8.2. Carry out safe working procedures consistent with the nature of the workplace. 8.3. Demonstrate measures to ensure a safe environment for customers and staff.


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SECTION C	QUALIFICATION STRUCTURE				
FUNDAMENTAL COMPONENT <i>Subjects/ Courses/ Modules/Units</i>	TITLE	Credits Per Relevant NCQF Level			Total <i>(Per Subject/ Course/ Module/ Units)</i>
		Level [3]	Level [4]	Level [5]	
		Communication Skills.	3		3
	Information and Communication Technology. (ICT)	3			3
Total Fundamental Component credits					6
CORE COMPONENT <i>Subjects/Courses/ Modules/Units</i>	Customer care in the Hospitality Industry.	3			5
	Front Office Skills.	3			6
	Housekeeping Operations	3			6
	Food Preparation	3			7
	Food and Beverage Service	3			6
	Hygiene and Safety in the Hospitality Industry	3			4
Total Core Component credits					34
ELECTIVE/ OPTIONAL COMPONENT <i>Subjects/Courses/ Modules/Units</i>	N/A				
Total Elective / Optional Component credits					00

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SUMMARY OF CREDIT DISTRIBUTION FOR EACH COMPONENT PER NCQF LEVEL			
TOTAL CREDITS PER NCQF LEVEL			
NCQF Level	Credit Value		
Level 3	40		
TOTAL CREDITS	40		
Rules of Combination: (Please Indicate combinations for the different constituent components of the qualification)			
The rules of combination for this qualification are defined below and cover the minimum and maximum credit values required to be accumulated, along with details of any mandatory units.			
COMPONENT	LEVEL 3	LEVEL 4	TOTAL
Core	34 credits	0 credits	34
Fundamental	6 credits	0 credits	6
Elective	0 credits	0 credits	0

- The Fundamental Component consists of **6 credits** all of which are compulsory.
- The Core Component consists of **34 credits** all of which are compulsory.
- There are no Elective Component modules.

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ASSESSMENT ARRANGEMENTS

FORMATIVE ASSESSMENT (60%)

Formative assessment or continuous assessment contributing towards the award of credits should be based on module (unit) outcomes.

The contribution of formative assessment to the final grade shall be 60%.

SUMMATIVE ASSESSMENT (40%)

Candidates may undergo assessment including written and practical examinations or projects. The final assessment for each module (unit) contributes 40% of the final mark for that module.

Assessment shall be carried out by BQA registered and accredited Assessors.

MODERATION ARRANGEMENTS

Internal and external moderators to be engaged will be BQA accredited subject specialists in relevant fields with relevant industry experience and academic qualifications.

Both internal and external moderation shall be done in accordance with applicable policies and regulations.

RECOGNITION OF PRIOR LEARNING

There shall be provision for award of the qualification through Recognition of Prior Learning (RPL) in accordance with institutional Policies in line with the National RPL Policy.

CREDIT ACCUMULATION AND TRANSFER


Candidates may submit evidence of credits accumulated in related qualification in order to be credited for the qualification they are applying for.

PROGRESSION PATHWAYS (LEARNING AND EMPLOYMENT)

LEARNING PATHWAYS

Horizontal and/or Diagonal Articulation (related qualifications of similar level that graduates may consider)

Horizontal Articulation (qualifications to which this qualification are equivalent to)

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- Certificate III in Culinary Arts
- Certificate III in Housekeeping Operations
- Certificate III in Front Office Operations
- Certificate III in Food and Beverage services
- Certificate III in Customer Care

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

- Certificate IV in Culinary Arts
- Certificate IV in Housekeeping Operations
- Certificate IV in Front Office Operations
- Certificate IV in Food and Beverage services
- Certificate IV in Customer Care

EMPLOYMENT PATHWAYS

On successful completion of this qualification the holder may be absorbed in the job market as:


- Kitchen hand
- Room maid
- Receptionist
- Reception Porter
- Waiter/hostess/host
- Assistant bar tender

QUALIFICATION AWARD AND CERTIFICATION

For a Candidate to achieve this qualification they must have acquired a minimum of **40** credits. The Candidate should pass all the **FUNDAMENTAL and CORE** modules.

Certification

A **Certificate III in Hospitality Operations** will be awarded to a Candidate upon completion of the qualification in accordance with applicable policies. A certificate and transcript will be issued at award.

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REGIONAL AND INTERNATIONAL COMPARABILITY

This qualification has been benchmarked against similar Regional and International Qualifications. The comparisons are as detailed in the table below:

Comparability


New Zealand Qualification Authority (NZQA) Certificate in Hospitality level 2, worth 40 credits: This qualification seeks to develop knowledge, skills and competence in health and safety, communication, teamwork, problem solving and self-management skills. Holders of this qualification may pursue New Zealand Certificate in Cookery Level 3, the New Zealand Certificate in Accommodation Level 3, with strands in Housekeeping, Pottering and Reception, New Zealand Certificate in Catering Services Level 3, or the New Zealand Certificate in Food and Beverage Service Level 3 with strands in Cafe Services, Bar Services, Restaurant Services, Buffet Services, Functions Services, Barista, and Quick Service Restaurant Services. Employment pathways include basic positions in the hospitality industry namely kitchen hand, housekeeper, cleaner, porter, waiter, caterer, bar tender, front desk attendant, and reservations attendant.

Namibian Training Authority (NTA) National Vocational Certificate in Hospitality and Tourism (Level 3) with 79 credits. This qualification seeks to develop knowledge, Skills and competence in: Communication, Stock control, Hospitality Operations, Front Office Operations, Housekeeping Operations, Food and Beverage Service Operations, Food Preparation, Lodge, Camp and Guesthouse Operations. Candidates are required to achieve a minimum of 79 credits for the qualification inclusive of 6 credits for fundamental, 66 credits for core, and 7 credits for electives. Education and career pathways have not been stated.

South African Qualification Authority (SAQA). This qualification has been developed for people in the food and beverage service industry (hospitality), for the accommodation industry. It brings together all aspects of housekeeping and basic supervision in Food and Beverage, Accommodation and the travel industry. It brings together elements of food and drink preparation and service as well as supervision. This qualification is applicable to all sectors, from small restaurants to large-scale hotels. The qualification leads toward the F&B Management diploma and provides articulation with Gaming, Travel and other Tourism industries. The Qualification consists of a Fundamental, a Core and an Elective Component. To be awarded the Qualification learners are required to obtain a minimum of 133 credits as detailed below. The Fundamental Component consists of Unit Standards to the value of 31 credits all of which are compulsory. CORE

The Core Component consists of Unit Standards to the value of 93 credits all of which are compulsory.

The Elective Component consists of individual unit standards from which the learner must choose unit standards totalling a minimum of 9 credits. This qualification generally compares well with the three qualifications studied in terms of content scope; the credits for Botswana and NTA National Vocational Certificate in Hospitality and Tourism are slightly similar. The similarities are as follows: these qualifications have communication as their main exit outcome and their domains cover Food Preparation and Hospitality Operations respectively. What sets this qualification apart from the ones studied is that it emphasizes more on key skills which are more important for employability. Certificate in Hospitality and Tourism qualification

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is comparable to the above qualifications in relation to exit outcomes, content, job and educational pathways.

REVIEW PERIOD

The qualification will be reviewed every five **(5) years**.