

BQA NCQF Qualification Template

DNCQF.FDMD.GD04

Issue No.: 01

QUALIFICATION SPECIFICATION										SECTION A		
QUALIFICATION DEVELOPER		Imperial School of Business and Science (ISBS)										
TITLE		Certificate V in Tourism						NCQF LEVEL		5		
FIELD		Services.			SUB-FIELD		Tourism					
New qualification			✓		Review of existing qualification							
SUB-FRAMEWORK		General Education					TVET		✓		Higher Education	
QUALIFICATION TYPE		Certificate			✓		Diploma				Bachelor	
		Bachelor Honours					Master				Doctor	
CREDIT VALUE									120 Credits			
RATIONALE AND PURPOSE OF THE QUALIFICATION												
Rationale The field of Tourism is crucial in developing countries such as Botswana. The government's long-term strategy to create a SADC tourism hub will require people who can communicate at all levels of the tourism industry. Tourism is the core strength of the Botswana economy and this qualification will prepare the youth of Botswana to create, lead and help grow the tourism industry. The activities of Tourism in Botswana go hand in hand and the professionals have a major impact on the profitability and efficiency of all types of organisations. Besides, Botswana is in the heart of Southern Africa and it gives the nation a geographical advantage to become the hub of travel and tourism activities. According to the National Development Plan (NDP, 10) p.117, though Botswana has made remarkable progress in terms of the expansion of tourism sectors, there is still a wide opportunity for marketing the various tourism products and as a result creating employment opportunities for the young graduates in the country. This is well evident in following National Development Plan (NDP11,2017, P.118) that promote entrepreneurship development including youth and women's economic empowerment business initiatives that will generate employment opportunities in the country. As reflected in the National Development Plan (NDP,11), April 2017- March 2023 (p.126.S.6.196)," Tourism continues to be a key sector in diversifying Botswana's economy. Some of the Key programmes which will continue to be implemented included tourism cluster development, product development and diversification												

of programme.....". It is also indicated (p.85, Tourism Sector, s.6.19, NDP II, April 2017- March 2023), that, 'In recognition of the significant role played by the tourism sector in growth and employment creation, (fig: 6.3, p.87) Government continues to create an enabling environment for investment and operations of tourism business. The rationalisation of land acquisition processes through the land banking system, and the introduction of permanent licenses are among the initiation recently introduced to support case of doing business within the sector.

The same view was shared by, Botswana Human Resource Development Skills Fair & Career Clinics (2018) p145 (BHRDS) that advise the Botswana General Certificate in Secondary Education (BGCSE) school leavers on career paths marketable in Botswana. Human Resource Development Council (HRDC) has identified 12 key sectors of economy, which are derived from the national strategies and priorities such as the Economic Diversification Drive in Botswana. Tourism is an identified crucial field under Business Commerce and Management Sectors which demonstrates the need of this qualification in the soil of Botswana, (BHRDS Fair and Career Clinics 2018. Pages 144-150).

Furthermore, the President of Botswana has unveiled an Economic Stimulus Programme (ESP) (ESP Launch BOPA 2016, Daily News. <http://www.dailynews.gov.bw/news-details.php?nid=26093>) a strategy for employment and Growth whose objective is to stimulate the economy for the coming years. This package focuses on certain industries in the country and one of the areas is in Tourism.

The stakeholder survey among the industrial and potential business personals in line with the need analysis of the qualification revealed the fact that Tourism qualification is most needed in the current Botswana market. Besides, this qualification is very essential while the country is preparing for the transition from traditional agro-based economy to an industrial knowledge-based economy in order to be able to compete with the other countries in the world and to foster more employment scope to its citizens (www.ibe.unesco.org/en/document/world-data-education-seventh-edition-2010-11.P.9).

This Qualification will equip students with the knowledge and skills to implement projects in the country and create job opportunities in public and private sectors as Tour Guide, Travel Agent, and Front office operator, Event and Conference Organiser and Tourist Information Centre Supervisor.

This winning combination sets up the learners, unsurprisingly, for careers in the Tourism sectors. Equally if they are looking for something a little different, this Certificate qualification will equip them with transferable skills applicable to other industries too, as well as equipping them with the knowledge and skills to start

their own businesses.

Purpose of the Qualification

The Purpose of this Qualification is to equip learners with skills and knowledge to:

- Demonstrate broad practical skills in applying strategies for finding solutions with respect to the issues of tourism sectors in Botswana.
- Execute broad practical skills to supervise tourism events to promote the economy of the country.
- Develop advanced skills to guide the tourists in and around the country.
- Develop basic accounting skills to prepare cash flow statements for an organisation.
- Demonstrate computer application skills to prepare documents and presentation slides.
- Execute supervisory skills to build up strong customer relationship in the tourism industry
- Demonstrate effective communication skills to promote tourism services in the tourism industry
- Develop Skills to present viable tourism projects in the tourism industry.

ENTRY REQUIREMENTS (including access and inclusion)

Entry Requirements:

- Candidates who have successfully completed Certificate IV, NCQF Level 4 (General Education or TVET), or equivalent.
- Recognition of Prior Learning (RPL) and Credit Accumulation and Transfer (CAT) will also be considered for access to the qualification Certificate V in Tourism.

QUALIFICATION SECTION B		SPECIFICATION
GRADUATE PROFILE (LEARNING OUTCOMES)		ASSESSMENT CRITERIA
On successful completion of the Qualification, the learners shall be able to:		
1. Communicate effectively with national and international clients to provide tourism services.		1.1. Write business letters to share feedback or response on tourist queries and concerns. 1.2. Compile reports on events or day to day Tourism operations.

	1.3. Provide feedback to the queries and concerns of national as well as international Clients. 1.4. Give written and oral feed back to the needs and wants of the customers. 1.5. Demonstrate how to create customer relationship with potential clients by applying the skills of communication.
2. Demonstrate skills for creating documents using computer applications.	2.1. Execute skills to create, edit and save documents 2.2. Prepare electronic documents, save and file them for future retrieval. 2.3. Prepare presentation slides for conducting workshops and seminars for tourism events. 2.4. Manage files in both 'word' and 'pdf' documents and arrange them to find it easily with password protection.
3. Demonstrate the skills to conduct national as well as international tourism activities.	3.1. Explain the principal tourist attractions of Botswana 3.2. Demonstrate strategies to develop the existing tourism sectors in Botswana. 3.3. Describe a few tourists' attractive programs that could be conducted in Botswana to develop the national tourism industry.
4. Apply broad range of practical skills to execute tour guide operations for national and international clients.	4.1. Illustrate the legal and health compliance plans pertaining tourism industry. 4.2. Demonstrate how to navigate tour guide

	operations in a country by understanding the climatic changes and the time differences. 4.3. Demonstrate how to lead tour guide operations by identifying the cultural differences of the tourists from country to country.
5. Demonstrate basic accounting skills to update organizational bookkeeping.	5.1. Prepare income statements of a company 5.2. Produce balance sheet of financial transactions 5.3. Prepare statement of cash flows in an organization 5.2. Record cash transactions of a business entity
6. Demonstrate skills to explore hidden market opportunities to promote tourism services	6.1. Demonstrate marketing strategies to attract national and international tourists. 6.2. Apply broad range of skills in exploring new Tourists destinations.
7. Demonstrate cognitive and practical skills to solve problems during a project execution.	7.1. Demonstrate time management strategies during a project execution. 7.2. Communicate effectively for sharing ideas and providing feedback during the execution of a project. 7.3. Execute the skills to monitor staff members to perform their duties effectively during the execution of a project. 7.4. Create organizational awareness among the staff members. 7.5. Implement Negotiation terms for the viability of a project.
8. Demonstrate a broad range of cognitive and practical Skills to conduct travel agency operations	8.1. Execute skills to use tourism and hospitality software ▪ For booking the tickets

	▪ Arranging accommodation ▪ Providing on-line services.
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QUALIFICATION STRUCTURE				SECTION C
FUNDAMENTAL COMPONENT Subjects / Units / Modules /Courses	Title	Level	Credits	
	Introduction to Business Communication	4	10	
	Introduction to Computer Applications	4	10	
	Principles of Marketing	5	12	
	Introduction to Accounting	5	12	
	Introduction to Project Management.	5	12	
CORE COMPONENT Subjects / Units / Modules /Courses	Introduction to Tourism Industry	5	12	
	Tourism Themes	5	12	
	Customer Service	5	12	
	Introduction to Tour Guide Operations	5	14	
	Principles of Travel Agency Operations	5	14	
ELECTIVE COMPONENT Subjects / Units / Modules /Courses				
Rules of combinations, Credit distribution (where applicable): <u>Rules of combinations.</u> There are five (5) Fundamental Modules and five (5) Core Modules in the programme. The total credits of the Qualification are 120. <u>Credit Distribution:</u> The credit distribution for Level 4 and Level 5 of the Qualification Certificate in Tourism				
Level 4 Modules		20 Credits		
Level 5 Modules		100 Credits		
Total Number of Credits		120 Credits		
The credit distribution of Fundamental and Core of the Qualification Certificate in Tourism				
Fundamental Modules		56 Credits.		
Core Modules		64 Credits.		
Total Number of Credits		120 Credits		

ASSESSMENT AND MODERATION ARRANGEMENTS

Assessment and moderation will be conducted by BQA registered and accredited assessors and

moderators.

Assessment Arrangements:

Assessment will be done as follows:

<u>ASSESSMENT TYPE</u>	<u>WEIGHTING (%)</u>
Formative	70%
Summative	30%

MODERATION ARRANGEMENTS

Moderation will be done both internally and externally. Arrangements and commitment to implement pre assessment and post assessment moderation will be taken place as stipulated and described in internal assessment and moderation policies and guidelines.

RECOGNITION OF PRIOR LEARNING (if applicable)

Recognition of Prior Learning (RPL) and Credit Accumulation and Transfer (CAT)

Recognition of Prior Learning (RPL) and Credit Accumulation and Transfer (CAT) will be considered as a provision for awarding the qualification Certificate (V) in Tourism in line with the institutional relevant policies and guidelines with respect to national RPL policy.

PROGRESSION PATHWAYS (LEARNING AND EMPLOYMENT)

Learning Pathways

Vertical Progression Arrangement.

1. Diploma in Tourism
2. Advanced Diploma in Tourism Management
3. Diploma in Tourism Management

Horizontal Progression Arrangement.

1. Certificate V in Sustainable Tourism
2. Certificate V in Travel and Tourism

Employment pathways

The following are the employment pathways for a graduate who has successfully completed this

qualification:

- Assistant Supervisor at Tourist information Centre.
- Assistant Tourism operators and front desk officers.
- Working as a concierge officer.
- Working as a tourist guide.
- Self-employed - Consultant in Tour operations.

QUALIFICATION AWARD AND CERTIFICATION

QUALIFICATION AWARD

For the candidates to be awarded Certificate V in Tourism they must pass all modules obtain 120 Credits of the Qualification.

CERTIFICATION

Candidates who fulfill all the requirements will be issued with a certificate and transcript in Certificate V in Tourism

REGIONAL AND INTERNATIONAL COMPARABILITY

Certificate V in Tourism Qualification was benchmarked with similar qualifications Certificate in Tourism Management offered regionally by UNISA, South Africa, and Similar program Certificate Tourism Management, Level 5 offered by UK Register of Learning Providers, U.K, the content covered, and the duration of the qualification is easily comparable with other similar qualifications

The following is used as benchmarking institutions for the qualification.

- UNISA, South Africa
- UK Register of Learning Providers, UK

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Criteria	ETP	Institution-1	Institution-2
Name of the Institution	ISBS, Botswana	UNISA, South Africa	New City College (NCC) UK
Name of the Qualification	C in Tourism	Certificate in Tourism	Certificate in Tourism Management Level 5
Qualification Level	V	V	V
Field	Tourism	Tourism	Tourism
Pre-requisites (if any)	Nil	Nil	Nil
Duration / Credits	1 Year (120 Credits)	120 Credits	120 Credits
Entry Requirements	Certificate IV, NCQF Level 4	Certificate IV, NCQF Level 4	BTEC Level 3 qualification in a related subject RQF
Learning Outcome	Introduction to Business Communication	Travel operations	Introduction: Travel & Tourism
	Introduction to Computer Applications	Practicing workplace English	Quality Standards in Tourism Services
	Introduction to Tourism Industry	Ethical Information and Communication Technologies for Development Solutions	Basic Components of Tourism
	Tourism Themes	Introductory Financial Accounting	Travel & Tourism Operations Management
	Customer Service	Customer Service in Tourism	Marketing and Sales in Travel and Tourism
	Introduction to Tour Guide Operations	Introduction to Marketing	The Role of Customer satisfaction in the Quality Management System
	Principles of Travel Agency Operations	Elementary Quantitative Methods	What is Human Resource Management (HRM)

	Principles of Marketing	Sustainability and Greed	Transportation Management System
	Introduction to Accounting	Primary Factors of Tourism	Effect of Transportation on Environment
	Introduction to Project Management.		Crisis Management (Need and its Features)
			Design and Implementation of Public Awareness Programmes
			Benefit of Sustainable Development of Tourism

Similarities

- The modules of the qualifications are almost similar. All of them equip learners with a range of knowledge and skills that could equip the learners to work in Tourism industry.
- The total credits, the levels, Field of the qualification and the Entry requirements for the qualification are similar.

Differences

There are no significant differences that could be traced in the qualifications.

REVIEW PERIOD

. The Qualification will be reviewed every 5 years.