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		Issue No.	01
		Effective Date	04/02/2020

SECTION A: QUALIFICATION DETAILS													
QUALIFICATION DEVELOPER (S)		BOTSWANA OPEN UNIVERSITY											
TITLE	Certificate V in English for Professional Purposes										NCQF LEVEL	5	
FIELD	Business, Commerce and Management			SUB-FIELD		Communication Skills			CREDIT VALUE	120			
New Qualification						✓		Review of Existing Qualification					
SUB-FRAMEWORK		General Education					TVET		✓		Higher Education		
QUALIFICATION TYPE	Certificate	I	II	III	IV	V	✓	Diploma	Bachelor				
	Bachelor Honours			Post Graduate Certificate				Post Graduate Diploma					
	Masters						Doctorate/ PhD						
RATIONALE AND PURPOSE OF THE QUALIFICATION													
<p>RATIONALE:</p> <p>The qualification is the result of the survey instituted by Botswana college of Open and Distance Learning (BOCODOL) in 2000. Peer Consultants established the need to develop a course in English for Professional Purposes aimed at improving the communication skills of people who works at reception, management, and many other profession especially Police service, banks, postal departments etc where English language is used for their day to day use, for the effective and efficient deliverance in writing, preparing reports and records, research and to improve individuals management skills of dealing with people and other entities. This qualification outline evolved from in-depth needs analysis by Botswana college of distance and Open Learning (BOCODOL) and broad based consultation with stakeholders. A certificate qualification in English For professional Purposes provides opportunity for individuals and professionals in both formal/informal and</p>													

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public/private sector irrespective of age and position. The qualification is based on pressing language and communication needs expressed by police officers and officers from other departments in Botswana. It therefore, lays emphasis on typical professional issues that are relevant to the daily experience in the course of duty. The modules have been prepared with practical application issues and academic growth issues in mind. The qualification has received good appreciation and acknowledgement from various departments especially, the Botswana Police Service and every year a good number of police officers especially the police trainees were enrolled to get the qualification.

The HRDC Interim Sector Skills in Demand (2016) has outlined the skills that are currently needed in the various industries and for Business sector, Business services administration Skills are among the top priority. Therefore this qualification should be developed and run to help close the demand gap in such skills with the qualification of English for professional purposes. According to NDP 11, there is need for a comprehensive Education and Training Sector Strategic Plan (ETSSP) in order to promote quality in Botswana's education and training system. NDP 11 aims to improve labour productivity in the Government sector and the argument is that efficiency in the public sector can only be realized through development of human resource management policies, systems, processes, right sizing, capacity building, developing of retention strategies among others. All these can be developed if the country has sufficient skilled Human resource personnel to perform the above-mentioned tasks.

Further, NDP 11 advises that talent management strategy remains critical to building and retaining the right competencies within the public sector. The plan is to develop Human resource that can effectively support innovation, forecast demand and supply of the workforce, utilize HR information system, robust monitoring framework as a tool for the public service to evaluate the implementation of human resources management strategies among others. This qualification comes in handy to train personnel with the required skills to perform the tasks with the power of the language of English and boost other sectors and sections of business, industry and service mentioned.

The institution carried out a needs assessment in a number of organizations and among potential and existing learners to find out if the qualification was relevant in Botswana. The findings revealed that qualification of Certificate in English for P Professional Purposes was considered relevant because of mastery of English

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language in writing, reading, listening, preparing reports and produces graduates with relevant skills required across industries in Botswana. These skills align with the NDP 11 aims, as far as education is concerned.

PURPOSE:

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

1. Apply the basic skills for effective communication at the workplace.
2. Deliver a speech that is prepared for a particular occasion in a multicultural environment.
3. Complete the court procedures and cross-cultural language issues.
4. Conduct basic research.

ENTRY REQUIREMENTS (including access and inclusion)

To be admitted into the programme, a candidate must have met one of the following requirements:

- Anyone who has successfully completed NCQF Level 4, Certificate IV in General Education, e.g. BGCSE/IGCSE or equivalent.
- Learners who do not meet the minimum entry requirements for the qualification may be granted admission through: (a). Recognition of Prior Learning (RPL). Or (b) Work experience.

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SECTION B		QUALIFICATION SPECIFICATION	
GRADUATE PROFILE (LEARNING OUTCOMES)		ASSESSMENT CRITERIA	
1.1. Apply the basic communication skills at the workplace.		1.1.1 Explain the basic communication skills that is essential in an organisation and at workplace. 1.1.2 Apply various skills to communicate effectively at the workplace. 1.1.3 Use statement writing and effect better communication at workplace. 1.1.4 Use variety of reading strategies for different situations at the workplace. 1.1.5 Use different techniques to handle messages	
1.2. Undertake the investigation procedures according to the organizational practice		1.2.1 Explain various Investigation Procedures and writing reports 1.2.2 Conduct investigation according to organisational practice. 1.2.3 Prepare reports of different types.	
1.3. Complete the court procedures and cross-cultural language issues.		1.3.1 Conduct Cross-examination in an investigation. 1.3.2 Present evidence of the court proceedings. 1.3.3 Analyse cross-cultural language issues in communication. 1.3.4 Communicate effectively to a multicultural audience.	
1.4. Deliver a speech that is prepared for a particular occasion.		1.5.1 Plan for workshops, tutorials, seminars. 1.5.2 Prepare papers for presentation for seminars and workshops 1.5.3. Make presentations in workshops and seminars.	
1.5. Conduct basic research.		1.6.1 Describe the process to carryout basic research. 1.6.2 Propose research topic relevant to the situation.	

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	<p>1.6.3 Source literature relevant to the study.</p> <p>1.6.4. Select appropriate research methodology for the study.</p> <p>1.6.5 Collect data by using different data collection instruments.</p> <p>1.6.6 Analyse data collected to make recommendations to the problem of study.</p>
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SECTION C	QUALIFICATION STRUCTURE				
COMPONENT	TITLE	Credits Per Relevant NCQF Level			Total <i>(Per Subject/ Course/ Module/ Units)</i>
		Level (4)	Level (5)	Level (6)	
FUNDAMENTAL COMPONENT <i>Subjects/ Courses/ Modules/Units</i>	Communication Skills and Statement Writing:		20		20
	Investigation Procedures and Report Writing		20		20
	Court Procedures and Cross-Cultural Language Issues.		20		20
CORE COMPONENT <i>Subjects/Courses/ Modules/Units</i>	Purposeful Reading and Message Processing		20		20
	The Spoken Word and Professional Speech-making		20		20
	Carrying Out Research and Preparing for Examination.		20		20
ELECTIVE/ OPTIONAL COMPONENT <i>Subjects/Courses/ Modules/Units</i>					
	[NO ELECTIVE / OPTIONAL COMPONENT]				

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SUMMARY OF CREDIT DISTRIBUTION FOR EACH COMPONENT PER NCQF LEVEL	
TOTAL CREDITS PER NCQF LEVEL	
NCQF Level	Credit Value
Fundamental Component: Level 5	60
Core Component: Level 5	60
TOTAL CREDITS	120
Rules of Combination: (Please Indicate combinations for the different constituent components of the qualification)	
<p>In order to successfully complete the qualification, the candidate must:</p> <ul style="list-style-type: none"> Complete all 3 fundamental courses: 60 credits Complete all 3 core courses: 60 credits <p>The total credits combined for this qualification is 120</p>	

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ASSESSMENT ARRANGEMENTS

All assessments should be administered by BQA accredited assessors. This qualification is assessed as follows:

Assignments account for 30% of the final mark.

Examination accounts for 70% of the final mark.

This indicates that the final mark or result is 30% of the assignment marks and 70 % of the examination marks.

Integrated Assessment:

Because assessment practices must be open, transparent, fair, valid, reliable and ensure that no learner is disadvantaged in any way whatsoever, an integrated assessment approach is incorporated into the qualification. Both for formative and summative assessment processes are monitored during the qualification and to determine competence at the end of the qualification.

MODERATION ARRANGEMENTS

All moderation should be administered by BQA accredited moderators.

Moderation of assessments of this qualification focuses on:

- Ensuring the assessment is aligned to the module objectives and the learning outcomes.
- Ensuring assessment is consistent on all levels within the institution and does not show any bias or academic disregard and that it is immune to all forms of prejudice.
- Ensuring the level of assessment appropriately matches to learners' level of study. This ensures that the assessments remain viable, relevant and provide an accurate appraisal of a learner's achievements and level of knowledge.

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d) Maintaining consistency in the marking process.

Both internal and external moderation will be done in-line with the moderation policy of the institution.

RECOGNITION OF PRIOR LEARNING

A clear framework through which learners can accumulate learning credits and transfer such credits toward appropriate qualification helps to validate and recognize learning gained through formal and informal means, provides flexibility to learners, and allows learners to progress relatively seamlessly through their lifelong learning journey.

Candidates may apply for recognition of prior learning whether such learning has been gained through formal study, through workplace learning, or through any other informal means. Any candidate applying for recognition of prior learning (RPL) or Credit Accumulation and Transfer (CAT) will be expected to provide evidence of such learning that must be relevant, sufficient, valid, verifiable, and authentic. In addition, the candidate may be interviewed by a member of staff or have to take a formal test, which may include a live demonstration of skills and competencies, to assess competence.

If a candidate has applied for RPL based on the prior learning and approved by as per the RPL policy of the university, will be awarded the same credit of the concerned module/s and will be exempted from that module.

CREDIT ACCUMULATION AND TRANSFER

Any candidate applying for Credit Accumulation and Transfer (CAT) or recognition of prior learning (RPL) will be expected to provide evidence of such learning that must be relevant, sufficient, valid, verifiable, and authentic. In addition, the candidate may be interviewed by a member of staff or have to take a formal test, which may include a live demonstration of skills and competencies, to assess competence.

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PROGRESSION PATHWAYS (LEARNING AND EMPLOYMENT)

Vertical:

- Diploma in English for Professional Purposes
- Diploma in English and Communication

Horizontal:

The qualification is commensurate with qualifications such as:

- Certificate V in Business Management
- Certificate V in English Linguistic language
- Certificate V in Business Communication

Diagonal articulation:

- Bachelor of Business Administration (Leadership and Change Management)
- Bachelor of Accountancy
- Bachelor of Business Entrepreneurship

Employment Pathway:

The qualification will produce graduates suitable for positions as:

- Entrepreneurs
- Front Desk Officer/Receptionist
- Sales / Marketing Jobs
- Teacher in English
- Reporter / Report writer
- Student Counsellor
- Language translator
- Research assistant / Legal Assistant
- Tourist Guide

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QUALIFICATION AWARD AND CERTIFICATION

Upon attainment of 120 credits, a learner will be awarded 'Certificate V in English for Professional Purposes', in accordance with standards prescribed for the award of the qualification and applicable policies.

REGIONAL AND INTERNATIONAL COMPARABILITY

The qualification 'Certificate V in English for Professional Purposes' have been benchmarked Regionally with University of Cape Town and Internationally as shown in the comparability matrix with qualifications offered at:

University of Bradford – UK
University of Washington – US
The University of Waikato - New-Zeland

Similarities:

The comparability and benchmarking established that the titles of the qualifications are the same, and the modes of delivery. There are a lot of similar courses offered by all institutions, and there is a research and work based component with similar patterns and standards.

Differences:

The numbers of courses offered in the qualification in the other 3 universities are not equal to Botswana Open University qualification and it suits to the specific needs of the employers from industry, business, formal and informal sectors of Botswana.

REVIEW PERIOD

This qualification will be reviewed after 5 years upon registration