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		Issue No.	01
		Effective Date	04/02/2020

SECTION A: QUALIFICATION DETAILS													
QUALIFICATION DEVELOPER (S)		ABM University College											
TITLE	Certificate V in Travel and Tourism Management										NCQF LEVEL	5	
FIELD	Services		SUB-FIELD		Travel and Tourism Management					CREDIT VALUE	1 2 0		
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	IV	V	<input checked="" type="checkbox"/>	Diploma	Bachelor				
	Bachelor Honours			Post Graduate Certificate				Post Graduate Diploma					
	Masters					Doctorate/ PhD							
RATIONALE AND PURPOSE OF THE QUALIFICATION													
<p>RATIONALE:</p> <p>Market Survey REPORT (2016)</p> <p>A market research study was conducted to find out if Certificate V in Travel and Tourism will be relevant and in high demand in Botswana job market. This involved consulting various sources such as participants, information resources (newspapers), Human Resources Consultants and others. However, the intention of the survey was to identify programmes that highly in demand as well as being capable of boosting Botswana</p>													

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's economy in near future. The findings reveal that Travel and Tourism was among the list of qualifications highly needed in the job market. Hence, it is ideal to develop qualification in Travel & Tourism Management. Botswana's tourism product is one of the best in the world and this has resulted in it being the main drivers of Botswana's economy. The National Human Resource Development Strategy of 2009 – 2022 stipulates that the tourism industry of Botswana like any other industry, faces challenges that can only be addressed through the right training and skills development. This implies that there is a need to empower the locals through relevant training to enable them to be competitive at their workplaces or in their businesses.

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According to Human Resources Development Council (HRDC) report of 2016 on the list of occupations in demand, there is still a huge gap in terms of skills and training in the tourism industry. The Report clearly stipulates that tourism and hospitality is one of the sectors in the country that are experiencing shortages in terms of qualified personnel. Therefore, through this training, the identified gaps will be filled. In addition, the Botswana Tourism Policy of 1990 emphasizes on the need to empower the industry workers through providing them with the relevant industry skills to enable them to drive a unique customer experience. This is very important because the tourism industry is a people's industry and has been embraced by the country as a new engine of economic growth.

PURPOSE:

The purpose of the Certificate V in Travel and Tourism Management qualification is to equip learners with the necessary skills, competencies, and knowledge to:

- Demonstrate an understanding of tourism eco-systems in their field of specialty.
- Create innovative travel experiences for their clientele.
- Source enterprise opportunities through local historic sites.

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- Provide service according to the travel and tourism industry standards.

ENTRY REQUIREMENTS (including access and inclusion)

Minimum Entry Requirements

NCQF Level IV or equivalent (General Education or TVET) shall be required for candidates to be accepted into the Certificate V in Travel and Tourism Management.

Recognition of Prior Learning (RPL)

Applicants who do not meet the above criterion but possess relevant industry experience may be considered through applicable RPL (Recognition of Prior Learning) and CAT (Credit Accumulation and Transfer) National policies.

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SECTION B		QUALIFICATION SPECIFICATION	
GRADUATE PROFILE (LEARNING OUTCOMES)		ASSESSMENT CRITERIA	
1. Describe the relationship between domestic and international components of tourism.		1.1 Identify and list the components of international travel and tourism. 1.2 Differentiate between domestic and international components of tourism. 1.3 Identify and explain different terms used in the tourism industry.	
2. Demonstrate understanding of the impacts associated with tourism.		2.1 Identify the positive and negative aspects that tourism can bring to a region or destination. 2.2 Apply different theories to solve negative impacts that tourism can bring to a region or destination.	
3. Explain the historical content of different itineraries and sites.		3.1 Identify and develop appropriate itineraries for different groups of clientele. 3.2 Demonstrate detailed understanding of the historical sites in different places.	
4. Apply creative entrepreneurial skills within a tourism-oriented organization.		4.1 Apply relevant business theories in a tourism organization. 4.2 Demonstrate an understanding of different problem-solving techniques.	
5. Demonstrate an understanding of marketing mix in the tourism industry.		5.1 Identify and explain different components of the marketing mix in relation to the tourism industry. 5.2 Apply the product life cycle to different tourism	

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SECTION C	QUALIFICATION STRUCTURE				
COMPONENT	TITLE	Credits Per Relevant NCQF Level			Total (Per Subject/ Course/ Module/ Units)
		Level [4]	Level [5]	Level [6]	
FUNDAMENTAL COMPONENT <i>Subjects/ Courses/ Modules/Units</i>	Business Communication		12		12
	Introduction to Tourism & Hospitality Management		12		12
	Computer Application and Appreciation		12		12
CORE COMPONENT <i>Subjects/Courses/ Modules/Units</i>	Tourism Development Planning		12		12
	Customer Service		12		12
	Introduction to Accounting		12		12
	Emotional Intelligence		12		12
	Ticketing & Reservations		12		12
	Principles of Marketing		12		12

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	Entrepreneurship Development 1		12		12
ELECTIVE/ OPTIONAL COMPONENT <i>Subjects/Courses/ Modules/Units</i>	N/A				

SUMMARY OF CREDIT DISTRIBUTION FOR EACH COMPONENT PER NCQF LEVEL	
TOTAL CREDITS PER NCQF LEVEL	
NCQF Level	Credit Value
5	120
TOTAL CREDITS	120
Rules of Combination: (Please Indicate combinations for the different constituent components of the qualification)	
<p>Level, Credits and Learning Components assigned to the Qualification: NQF Level 5.</p> <p>All 10 modules are compulsory, and each has a credit value of 12. The qualification, Certificate V in Travel and Tourism Management, is worth 120 credits which is inclusive of ...36...credits from Fundamental modules...84...credits from core modules there are no electives.</p>	

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ASSESSMENT ARRANGEMENTS

Formative Assessment

All assessments, formative and summative, leading/contributing to the award of credits or a qualification should be in accordance with the prescribed by BQA guidelines.

Formative assessment

Formative assessment or continuous assessment contributing towards the award of credits should be based on course outcomes. The contribution of formative assessment to the final grade shall be **50%**.

Summative assessment

The final examination for each course contributes **50%** of the final mark for that course.

To pass a course, a candidate must achieve **a minimum of 50%**.

MODERATION ARRANGEMENTS

Internal Moderation

- Internal moderators to be engaged will be BQA accredited subject specialists in relevant fields with relevant industry experience and academic qualifications.
- Internal moderation shall be done in accordance with applicable policies and regulations.

External Moderation

- External moderators to be engaged will be subject specialists in relevant fields with relevant industry experience and academic qualifications.
- External moderation shall be done in accordance with applicable policies and regulations.

RECOGNITION OF PRIOR LEARNING

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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 considered for the qualification they are applying for.

PROGRESSION PATHWAYS (LEARNING AND EMPLOYMENT)

LEARNING PATHWAYS

Horizontal Articulation

The students who have successfully completed their Certificate V in Travel and Tourism Management could also progress into similar qualifications:

- Certificate V in Hospitality Management
- Certificate V in Tourism Management.
- Certificate V in Culinary Arts and Services

Vertical Articulation

The learners who have successfully completed their Certificate V in Travel and Tourism Management could also progress into the following:

- Diploma in Travel and Tourism Management
- Diploma in Hospitality Management
- Diploma in Culinary Arts and Services

EMPLOYMENT PATHWAYS

Graduates will have requisite competencies and attributes to work as:

- Front Desk Officer
- Tour Facilitators

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- Curators at Tourism Site
- Booking Agents for Travel & Tour companies
- Trip/ Travel Advisors

QUALIFICATION AWARD AND CERTIFICATION

The learners must complete one (1) years of study to acquire the qualification and graduate. Learners who were exempted may take a shorter period of study depending on the level of entry point. For learners to obtain the qualification certificate and graduate, they should pass all modules of the Certificate V in Travel and Tourism Management. In addition, learners must fulfil the assessment requirements for each module in the Certificate V in Travel and Tourism Management. Only after passing all the modules in the qualification and obtaining 120 Credits, can the learner be awarded the qualification Certificate V in Travel and Tourism Management.

REGIONAL AND INTERNATIONAL COMPARABILITY

Benchmarking has been done against qualifications offered by reputable learning Institutions within the region and beyond to appreciate what is typical of this level and type of qualification out there, in relation to graduate profiling, scope and depth of content, to ascertain regional and international comparability and articulation of the proposed qualification. The outcomes of this process are highlighted below; -

- (1) UNISA: higher certificate-Tourism Management Level 5
- (2) ABE / GUC Level 5-Diploma in Travel and Tourism (United Kingdom)
- (3) Intec College (SAQA) - Higher Certificate: Travel and Tourism Level 5

Although the qualifications examined generally follow similar structures and standards, there are differences, this qualification is more significant and more comprehensive in that it gives the learner an insight of what to expect within this dynamic industry to achieve effective competency-based concept.

This qualification compares well with similar regional and international and global qualifications and has been particularly found to be relevant and suitably comparable to similar or near similar.

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qualifications offered by the following organizations.

SUMMARY OF COMPARABILITY

a) Regional Comparability

Similarities

The qualification compares well with those of other institutions in the region, however we chose the UNISA one. Comparatively, the duration for both qualifications is twelve months (1) year. Some common modules include introduction to Hospitality, Principles of Marketing, Customer Service and Business Communication. Both universities offer their qualification at NQF level 5 just like this qualification.

Differences

This qualification is more compressive in that it has modules which are core to this lucrative industry. e.g., Ticketing and Reservation, Tourism Development and Planning, Entrepreneurship Development 1 which we believe they will produce a well rounded up individual ready to be absorbed in the industry.

b) INTERNATIONAL COMPARABILITY (INTEC COLLEGE)

Similarities

Both institutions offer introductory modules such as Introduction to Tourism and Hospitality, Tourism Planning, Entrepreneurship related modules. Both qualifications run for twelve months.

Differences

INTEC College has the practical component however it has been noticed that this qualification is more comprehensive in that, it has IT element, Business Communication, Customer Service and Principles of Marketing which prepare the individual to be absorbed in the industry.

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REVIEW PERIOD

In accordance with the NCQF Policy, the qualification shall be reviewed every five (5) years.

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