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

SECTION A: QUALIFICATION DETAILS													
<b>QUALIFICATION DEVELOPER (S)</b>			Gaborone Institute of Professional studies (GIPS)										
<b>TITLE</b>		Certificate IV in Hotel and Catering Management								<b>NCQF LEVEL</b>		4	
<b>FIELD</b>		Services		<b>SUB-FIELD</b>		Hotel and Catering		<b>CREDIT VALUE</b>		60			
New Qualification						<input checked="" type="checkbox"/>		Review of Existing Qualification					
<b>SUB-FRAMEWORK</b>		General Education		<input type="checkbox"/>		TVET		<input checked="" type="checkbox"/>		Higher Education			
<b>QUALIFICATION TYPE</b>		Certificate	I	II	III	IV	<input checked="" type="checkbox"/>	V	Diploma	Bachelor			
		Bachelor Honours		Post Graduate Certificate		Post Graduate Diploma							
		Masters				Doctorate/ PhD							
<b>RATIONALE AND PURPOSE OF THE QUALIFICATION</b>													
<p><b>RATIONALE:</b></p> <p>Tourism and hospitality industry is generally and globally acknowledged as being one of the (very) few economic sectors that has more than significant growth prospects and is characterized as a catalyst for peace and prosperity (Jonckers, 2005). Botswana is gifted with a rich mineral base; a diverse range of flora, fauna, unique landscape, a growing cultural heritage; and political stability resulting in her becoming a destination of choice among foreign tourists. The Government of Botswana has decided on economic diversification through tourism and hospitality rather than depend solely on minerals as the main engine of economic growth (NDP 11).</p>													

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The global tourism and hospitality industry is undergoing changes shaped by social trends such as changes in leisure time preferences, increased individualization, demographic shifts, and greater health consciousness, therefore, the need for professionals who can handle the usual tasks, manage, and cope with the change. The industry employees need to be flexible, have the ability to assess their workflows, have multi-tasking skills, the ability to identify changes and quickly develop relevant strategies, make quick decisions and/or necessary changes when the need arises.

As stated in the National Development Plan 11 there is a great importance and need for service skills in the SMEs sector for the sector and the country to remain competitive, relevant, and recognised across the globe. For instance, it cites that tourism marketing and promotion efforts will be continued during NDP11; one of the biggest contributors to Botswana's economic diversification efforts.

Thus, the Certificate in hotel and catering Management NCQF Level IV is a qualification aimed primarily at giving the learner technical, theoretical knowledge, practical knowledge and workplace knowledge and skills required in their chosen occupational/vocational area. The qualification as a single entity has value in the workplace as it equips learners with vital knowledge and skills that enable them to be productively employed at entry level positions in an occupation it can be used for updating, upskilling and/or continuing education and training in related occupations.

According to the Market Survey conducted by the institution to establish the existence of Market Demand for the Certificate programme delivered by the institution. The Market Survey was conducted to establish the Learner Needs and Stakeholder Support to explore the significance of the programmes in the industry and the employability of Graduates thereafter. The survey was conducted on 100 purposefully sampled soon-to-be and registered students at the institution. 35 Public and Private Companies were targeted for stakeholder support. Personal interviews, focus group interviews and questionnaires were methods employed to collect data. The survey discovered that the Certificate in Hotel and Catering, which is the proposed programme of study, commands a visible niche market share in the tertiary Education Industry. The Survey conducted revealed that:

87% of the 100 Potential students were interested to start the certificate programmes at lower level for the full 6 months period and 13% were interested in other programmes. 75% of 50 industry workers were interested in enrolling for Certificate in Hotel and Catering and confirmed that even though not sponsored by the employer were interested in the course programmes. As stated in the HRDC 2019 report, Education, vocational training,

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and lifelong learning are central pillars of employability, employment of workers and sustainable enterprise development. This qualification will provide an opportunity for learners who exit the schooling system, but who wish to continue to obtain occupation specific knowledge and skills to develop such competencies and, also to receive formal recognition for the skills they have acquired in a particular vocational/occupational area. It will create the opportunity for learners with an interest in a particular vocational/occupational area to develop their skills and knowledge thereby improving their employability and at the same time create opportunities for them to study further in their chosen field.


#### **PURPOSE:**

The purpose of the qualification is to produce graduates with Knowledge, Skills, and Competences to:


- Operate in the hospitality business.
- Identify and adapt to changes in the hotel and catering industries by conducting an analysis of the industry's developments.
- Communicate effectively with different customers in the tourism industry.


#### **ENTRY REQUIREMENTS (including access and inclusion)**


- NCQF Level 3 or its equivalent.
- Entry through Recognition of Prior Learning in line with institutional and National Policies will be recognized.

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<b>SECTION B QUALIFICATION SPECIFICATION</b>	
<b>GRADUATE PROFILE (LEARNING OUTCOMES)</b>	<b>ASSESSMENT CRITERIA</b>
<b>On successful completion of the certificate in Travel and Tourism Graduates shall be able to:</b>	
1. Control the administrative functions of a catering outlet.	1.1 Investigate and design food and beverage related control systems for given catering scenarios, within the catering cycle. 1.2 Evaluate information technology systems used within the catering environment. 1.3 Analyse energy control system information.
2. Promote healthy relationships with the existing and potential customers and the market of a catering enterprise.	2.1 Evaluate the customer service management policy in the context of a catering establishment. 2.2 Investigate the administrative, financial, and legal requirements within the customer cycle.  2.3 Distinguish between standards and norms. 2.4 Establish the expectations/needs of appropriate market segments. 2.5 Formulate production, service specifications, and communicate to relevant staff. 2.6 Measure production, service output, and compare to relevant specifications. 2.7 Evaluate the impact of ethical issues upon the catering industry and a catering enterprise.
3. Assess the use of information systems within the catering industry.	3.1. Use and evaluate a variety of information systems as found in the catering industry.  3.2. Analyse the factors to be considered in the selection and management of information.

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	<p>3.3. Investigate and analyse the implications of health and safety issues in relation to information technology as used in the catering industry.</p> <p>3.4. Analyse the impact of information technology developments on the catering industry.</p>
<p>4. Propose a strategy for the establishment, maintenance, and development of quality as a management tool.</p> 	<p>4.1. Assess the relevance of agreed terms of quality to the catering industry.</p> <p>4.2 Evaluate the need for internally and externally accredited quality systems within the catering industry.</p> <p>4.3 Evaluate benchmarking techniques for quality improvement within a catering enterprise.</p> <p>4.4 Justify the embedding of quality systems within component parts of the catering industry.</p>
<p>5. Analyse the business environment within which the catering industry and the tourism industry operate.</p>	<p>5.1 Evaluate the scope of hotel and catering industry.</p> <p>5.2 Show the relationship between the catering, hospitality, and tourism industries.</p> <p>5.3 Examine the multi-cultural dimension of the catering industry.</p>

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SECTION C	QUALIFICATION STRUCTURE				
COMPONENT	TITLE	Credits Per Relevant NCQF Level			Total (Per Subject/ Course/ Module/ Units)
		Level [ 2 ]	Level [ 3 ]	Level [ 4 ]	
<b>FUNDAMENTAL COMPONENT</b>  Subjects/ Courses/ Modules/Units	Introduction to Computing and information Processing		√		5
<b>CORE COMPONENT</b>  Subjects/Courses/ Modules/Units	Principles of Business Management		√		10
	Caterer Client Relations.			√	10
	Catering Theory and Practice.			√	25
	Hospitality and Wellness			√	10
<b>ELECTIVE/ OPTIONAL COMPONENT</b>  Subjects/Courses/ Modules/Units	<b>N/A</b>				

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SUMMARY OF CREDIT DISTRIBUTION FOR EACH COMPONENT PER NCQF LEVEL	
TOTAL CREDITS PER NCQF LEVEL	
NCQF Level	Credit Value
NCQF Level 3	15
NCQF Level 4	45
<b>TOTAL CREDITS</b>	<b>60</b>
<b>Rules of Combination:</b> Learners do all the fundamental courses worth 5 credits and all core courses worth 55 credits adding to 60 credits.	
The qualification consists of (Core: 60 Credits): <ul style="list-style-type: none"> <li>Fundamental Modules at NCQF Level 3: 5 Credits</li> <li>Core Modules at NCQF Levels 3: 10 Credits.</li> <li>Core Modules at NCQF Levels 4: 45 Credits.</li> </ul> Total Credits = 60 Credits.	

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## ASSESSMENT ARRANGEMENTS

### ASSESSMENT

The assessment will consist of summative assessment and formative assessment.

Summative assessment contributes 50% to the final grade and formative assessment also contributes 50% to the final grade. Assessors shall be registered and accredited with a recognized qualifications authority.

## MODERATION ARRANGEMENTS

### MODERATION

Both Internal and External moderation will be done in-line with the moderation policy of the institution and national ones. Assessment and moderation shall be done by registered and accredited assessors and moderators.

## RECOGNITION OF PRIOR LEARNING

Recognition of Prior Learning (RPL) will be applicable for consideration for award in this qualification and will be in line with the Institutional and National policies.

## CREDIT ACCUMULATION AND TRANSFER

Credit Accumulation and Transfer (CAT) for the award of this qualification will be in line with the institutional and National policies.

## PROGRESSION PATHWAYS (LEARNING AND EMPLOYMENT)


This qualification is designed to facilitate vertical, horizontal, and diagonal progression both locally and internationally.

### Horizontal Progression

Graduates may progress horizontally between qualifications if they meet the minimum requirements for admission to the target qualification. Other comparable qualification to this qualification include:

- Certificate IV in Hospitality Management.
- Certificate IV in Events Marketing.



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- Certificate IV in Food Preparation.
- Certificate IV in Culinary Arts.

#### **Vertical progression**

- Diploma in Hotel and Catering.
- Diploma in Hospitality Management.
- Diploma in Events Marketing.
- Diploma in Food Preparation.
- Diploma in Culinary Arts.

#### **Employment Pathways**


Graduates of the qualification may find employment in a range of public and private organisations for the following posts. Typical roles include:

- Cruise lines officers.
- Conference and incentive travel tour coordinators.
- Safari or Camp Managers.
- Lodge Managers.
- Hotel Managers.
- Entrepreneurs.
- Restaurant Managers.

#### **QUALIFICATION AWARD AND CERTIFICATION**

To be awarded Certificate IV in Hotel and Catering Management, a Learner must:

- Attain a minimum of 60 credits overall.
- Complete satisfactorily any additional and specified requirements of the qualification.
- Have official verification that he/she has covered and passed all the modules.
- Candidates meeting the prescribed requirements will be awarded the qualification in accordance with the Institutional standards prescribed for the award of the qualification and applicable policies.

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## REGIONAL AND INTERNATIONAL COMPARABILITY

### Summary of Benchmarking with other Institutions

The qualification was benchmarked against three (3) qualifications regionally and internationally:

- Certificate in Hospitality & Tourism: Food & Beverage Operations- Namibian Institute of Culinary Education, Namibia (<https://www.nicenamibia.org/qualifications/>)
- Higher Certificate in Food & Beverage Management –International Hotel School, South Africa (<https://www.hotelschool.co.za/full-time/hospitality-management/higher-certificate-in-food-and-beverage-management-traineeship/>)
- Diploma in Travel, Tourism & Hospitality Management – Associate of Business Executives (abe-UK), United Kingdom (<https://www.maps.edu.mv/abe-certificate-in-travel-tourism-and-hospitality/>)

From the three benchmarked qualifications similarities and differences can be drawn:

#### Similarities

- The mode of delivery in the three qualification is full time.
- All the qualifications have similar assessment strategies including class assessments, practical tests, presentations, formal modular tests etc.
- Another similarity can be seen in the employment pathway with all the qualifications selected citing jobs in the Hotel and Catering/Hospitality industry.
- The graduates also follow similar employment paths.

#### Differences

- The duration of study is differing in all the three qualifications.
- The load per semester is different for the three qualifications, ranging from 4-7 subjects.
- The credits are stated for only one qualification as it is 158 credits while for the other two it is not stated.
- The NCQF for the three qualifications range from Level 3-5, which are certificate levels (BQA manual).

## REVIEW PERIOD

Every five (5) years.