

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

SECTION A: QUALIFICATION DETAILS													
QUALIFICATION DEVELOPER (S)		Ministry of Employment, Labour Productivity and Skills Development.											
TITLE	Certificate IV in Hospitality Operations										NCQF LEVEL	4	
FIELD	Services		SUB-FIELD		Hospitality				CREDIT VALUE	66			
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	<input checked="" type="checkbox"/>	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 Botswana Vision 2036 states that development of the human capital is essential in achieving the Vision 2036 pillars, in particular, Sustainable Economic Development and Human and Social Development. Although Botswana has been fortunate to experience unprecedented economic growth since independence, this has not generated enough jobs to reduce unemployment. The most severely hit group amongst the unemployed is the youth, who account for about 51.7 % of the total unemployed, with the 15-19 age group most affected.</p> <p>The Botswana Education and Training Sector Strategic Plan (ETSSP 2015-2020) marks a significant milestone in the collective efforts 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 education and training on 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</p>													

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(HRDC 2016) report on top occupations in demand has identified leather works as one of the priority skills in manufacturing industries.

PURPOSE:

The purpose of this qualification is to produce artisans with knowledge, skills and competences to:

- Perform Hospitality related calculations.
- Operate Front Office desk.
- Perform House-keeping Operations.
- Offer Food and Beverage Services.
- Prepare Food and beverages.

ENTRY REQUIREMENTS (including access and inclusion)

- Certificate III, NCQF Level 3.
- Experience from the industry with no formal qualification will be considered through Recognition of Prior Learning.

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SECTION B QUALIFICATION SPECIFICATION	
GRADUATE PROFILE (LEARNING OUTCOMES)	ASSESSMENT CRITERIA
1. Demonstrate awareness of the basic entrepreneurial concepts associated with Business establishment in Botswana.	1.1 Discuss the basic entrepreneurial concepts that inform the establishment of a venture. 1.2 Identify entrepreneurship/business opportunities in a field of interest making use of brainstorming and environmental scanning techniques. 1.3 Analyse the various investment strategies risks associated with your identified business.
2. Organize and manipulate data.	2.1 Analyse data from the prepared data base. 2.2 Manipulate data using ICT tools. 2.3 Display data electronically through charts. 2.4 Present information through the selection of appropriate spreadsheet tools.
3. Operate Front Office desk.	3.1 Carry-out the role of the Front Office department in a hospitality establishment. 3.2 Demonstrate the guest cycle in the front office section. 3.3 Maintain the use of different equipment, tools and materials in the Front Office section.
4. Apply knowledge of Housekeeping Operations.	4.1 Carry out laundry procedures for a range of Fabrics in the Hospitality industry. 4.2 Demonstrate the purpose and safe use of standard tools and equipment in the Housekeeping Service areas. 4.3 Plan for Housekeeping services within the Hospitality Industry. 4.4 Demonstrate the provision of Housekeeping Services within the Hospitality Industry.
5. Demonstrate knowledge of Food and Beverage service operations.	5.5 Carry-out various Styles of Food and Beverage Services offered in the Hospitality Sector. 5.6 Prepare for service of a given menu. 5.7 Produce and serve non-alcoholic beverages. 5.8 Produce and serve alcoholic beverages.

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<p>6. Prepare various cuisines to meet customers' specification in accordance with industry standards.</p>	<p>6.1. Apply correctly the different suitable methods of cooking on a variety of foods.</p> <p>6.2. Produce a food order and work plan in accordance with standardised recipes for the given menu.</p> <p>6.3. Calculate elements of cost in a set menu.</p> <p>6.4. Perform a range of food preparation techniques to meet menu specifications.</p>
<p>7. Demonstrate Knowledge, Skills and competence to engage in vocationally relevant tasks, be it in an organisation or vocational context.</p>	<p>7.1. Apply negotiation and communication skills prior to and during work-based learning.</p> <p>7.2. Perform assigned vocation and relate tasks to the required standards.</p> <p>7.3. Apply effective fundamental and key Skills throughout the duration of the Work based learning program.</p> <p>7.4. Adhere to the health and Safety at all times</p> <p>7.5. Apply Problem solving skills as and when problems are encountered during the work process.</p> <p>7.6. Contribute effectively to teamwork initiatives within the work environment.</p> <p>7.7. Evaluate the Work Based learning experience to determine its benefit and or limitations.</p>

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SECTION C	QUALIFICATION STRUCTURE				
COMPONENT	TITLE	Credits Per Relevant NCQF Level			Total (Per Subject/ Course/ Module/ Units)
		Level [3]	Level [4]	Level [5]	
FUNDAMENTAL COMPONENT <i>Subjects/ Courses/ Modules/Units</i>	ICT		4		2
	Entrepreneurship		4		2
CORE COMPONENT <i>Subjects/Courses/ Modules/Units</i>	Front office operations		4		6
	House-keeping Operations		4		6
	Food and Beverage service		4		6
	Food Production		4		6
	Industrial attachment		4		32
	Front office operations		4		6
ELECTIVE/ OPTIONAL COMPONENT <i>Subjects/Courses/ Modules/Units</i>					

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SUMMARY OF CREDIT DISTRIBUTION FOR EACH COMPONENT PER NCQF LEVEL	
TOTAL CREDITS PER NCQF LEVEL	
NCQF Level	Credit Value
Level 4	66
TOTAL CREDITS	66
Rules of Combination: (Please Indicate combinations for the different constituent components of the qualification)	
<p>To be awarded this qualification candidate should achieve 66 credits comprising of 4 credits of fundamental, 30 credits for core and 32 credits of Industrial Attachment.</p>	

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ASSESSMENT ARRANGEMENTS

ASSESSMENT

All assessments, formative and summative, leading/contributing to the award of credits or a qualification should be based on learning outcomes and/or sub-outcomes.

Formative assessment

Formative assessment or continuous assessment contributing towards the award of credits should be based on course outcomes. This can include tests, assignments and projects as well as simulated and real work practice. The contribution of formative assessment to the final grade shall be **60%**.

Summative assessment

Learners shall undergo assessment including written and practical and simulated projects. The final examination for each course contributes **40 %** of the final mark for that course.

MODERATION ARRANGEMENTS

MODERATION

The following shall apply for both internal and external moderation:

Internal Moderation

The internal moderation process shall be conducted by assessors at institutional level who are accredited with BQA in their areas of specialty as assessors or moderators.

External moderation

External moderation shall be performed by an examination unit or awarding body. The examination unit /awarding body shall also perform the quality assurance mandate and be responsible for identifying industry players, partnerships and experts to assist in the moderation processes.

RECOGNITION OF PRIOR LEARNING

Candidates with relevant prior learning, through formal and non-formal education shall be considered for award and or exemption through Recognition of Prior Learning (RPL).

CREDIT ACCUMULATION AND TRANSFER

There will be provision for credit accumulation transfer in-line with institutional and national policies.

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PROGRESSION PATHWAYS (LEARNING AND EMPLOYMENT)

Learning Pathways

Horizontal Articulation

- Certificate IV in Housekeeping Operations
- Certificate IV in Front Office Operations
- Certificate IV in Food and Beverage Services
- Certificate IV in Catering Services
- Certificate IV in Food Preparation

Vertical Articulation

- Certificate V in Front Office operations
- Certificate V in House-keeping Operations
- Certificate V in Food and Beverage Services
- Certificate V in Catering services
- Certificate V in Food Preparation

Diagonal Articulation

- Certificate V in Interior decoration
- Certificate V in Events coordination
- Certificate V in Nutrition and wellness
- Certificate V in Health and Safety
- Certificate V in Culinary Arts

Employment Pathways

Holders of this qualification can work as; but not limited to:

- Switch board operator
- Kitchen Porter
- Reception
- Room maid
- Cook
- Waiter/ Waitress
- Bar assistant
- Public area personnel

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QUALIFICATION AWARD AND CERTIFICATION

Minimum standards of achievement for the award of the qualification

A candidate is required to achieve the stipulated total credits inclusive of the fundamental, core and elective components, to be awarded the qualification.

Certification

Candidates meeting prescribed requirements will be awarded the qualification in accordance with standards prescribed for the award of the qualification and applicable policies.

REGIONAL AND INTERNATIONAL COMPARABILITY

NZQA New Zealand Certificate in Food and Beverage Service (Level 4) worth 120 credits with strands in Advanced food service, Advanced Beverage service, Advanced Wine service Silver Service and Gueridon Service together with Food safety, maintaining personal presentation and greeting customers, dealing with customer complaints and providing sales and service opportunities. Candidates are required to achieve a minimum of 19 credits for core, and 21 for elective component. Holders of this qualification may pursue National Certificate in Hospitality (Operations Supervision) level 4 with strands in Food and Beverage Service; Gaming; Accommodation; and Front Office. Holders of this qualification may function as Food Service, Barista, Beverage Service, Bar Service, Wine Service, and Functions Service.

NQA National Vocational Certificate in Hospitality and Tourism (Level 4) with 95 credits, implement workplace health, safety and security procedures, train staff, maintain financial records and coordinate control of stock and supplies in a hospitality establishment perform specific housekeeping operations such as supervising maintenance, housekeeping and laundry operations across a range of hospitality establishments. Assessment strategies include written assignments, tests, examinations, problem solving assignments, portfolios of learning materials and projects. Candidates are required to achieve a minimum of 13 credits for fundamental, 78 credits for core, and 4 for elective component. Articulation and education pathways for this qualification are not stated neither are the career pathways.

SAQA National Certificate in Food and Beverage Services (Level 4) with 133 credits, it brings together elements of food and drink preparation and service as well as supervision. It 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. Candidates are required to achieve 31 credits for fundamental, 93 credits for Core and 9 credits for Elective. An integrated Assessment is accomplished through assessing more than one unit standard at a time.

MELSD Intermediate in Hospitality Operations. The qualification has 60 credits, while for NZQA are 120, NQA are 95 and SAQA is at 133. Exit covered in NZQA are under Food and Beverage Service and Food Preparation

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domains, SAQA covers Food and Beverage Service, while under NQA Front Office Operations, Hospitality Operations, and Housekeeping are covered in the same domains in MELSD program. The differences are derived from the names, but candidates can cover other domains in electives.

References

namqa.org

nzqa.govt.nz

regqs.saqa.org.za

REVIEW PERIOD

This qualification shall be reviewed every 5 years