

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

SECTION A: QUALIFICATION DETAILS													
QUALIFICATION DEVELOPER (S)				Department of Teacher Training and Technical Education (DTT & TE)									
TITLE		Diploma in Hospitality Management								NCQF LEVEL		6	
FIELD		Services		SUB-FIELD		Personal Services				CREDIT VALUE		362	
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	I V	V	Diploma	<input checked="" type="checkbox"/>	Bachelor			
		Bachelor Honours			Post Graduate Certificate					Post Graduate Diploma			
		Masters					Doctorate/ PhD						

RATIONALE AND PURPOSE OF THE QUALIFICATION

RATIONALE:

The Hospitality and Tourism Industry plays a major role in the economy of Botswana. Hospitality and Tourism is largely a service industry hence according to the Botswana Qualifications Authority's Manual for Development, validation and registration of qualifications on the National Credit and Qualifications Framework of 2018 (page 42), it is classified under Filed 14: Services

Based on the Labour Market Analysis conducted by the HRDC. Hospitality and Tourism Industry has been identified under Sub field of Tourism as one of the occupations in high demand. (HRDC Occupation Code No. 1411 Hotel Management).

This qualification has been developed in line with Botswana Government's National Development Plan 11 (NDP 11) which acknowledged and identified Tourism as one of the key contributors to economic growth and employment creation. The tourism sector has played a significant role to create an enabling environment for investment and operations of tourism business (page 86). In terms of employment creation travel and tourism generated 32,000 jobs. This includes employment by hotels, travel agents, airlines, and

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other passenger transportation services. The employment component also includes activities of the restaurant and leisure industries that are directly supported by tourists (page 87). NDP 11 also states that there is growth in trade, hotels and restaurants and retail, with shares of 37.8 % and 31.5 % respectively.

Vision 2036 states that the tourism industry is one of the major contributors to economic growth, diversification and job creation (page 16). Vision 2036 further emphasizes implementation of curriculum which is aligned to the needs of the economy and business, science, mathematics and technology (page 20).

PURPOSE:

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

- Perform duties and tasks pertaining to Hotel / Hospitality Management in accordance with established codes of practice and international best practice in the field of Hotel Management and Hospitality Management.
- Demonstrate good interpersonal, communication and leadership skills.
- Develop budgets and maintain statistical and financial records.
- Plan maintenance work, manage room bookings and handle customer complaints and queries.
- Plan, manage, promote and market hospitality events and services.
- Manage and prepare food and beverages.
- Ensure compliance with health and safety legislation and licensing laws.

ENTRY REQUIREMENTS (including access and inclusion)

Minimum entry requirement for this qualification is a:

- Certificate IV, NCQF Level 4 or equivalent.
- Candidates not meeting the above requirement will be considered through Recognition of Prior Learning (RPL) and Credits Accumulation and Transfer (CAT) in accordance with the National RPL and CAT Policies.

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SECTION B		QUALIFICATION SPECIFICATION	
GRADUATE PROFILE (LEARNING OUTCOMES)		ASSESSMENT CRITERIA	
LO 1 Demonstrate food preparation skills for the food items in a professional kitchen using a range of food commodities and applying a range of cooking methods and techniques for the appropriate food item.		1.1 Prepare stocks, soups and sauces, salad dressings and flavoured vinegars 1.2 Prepare a range of dishes that include poultry, game birds, eggs, fish, shellfish, meat, game and offals 1.3 Prepare starches including rice, cereals and farinaceous dishes 1.4 Prepare vegetables, fruits and pulse dish 1.5 Prepare baked goods including pastry, pastry products, specialised patisserie products, fermented patisserie products, cakes, sponges, biscuits, frostings and fillings 1.6 Prepare hot, cold and frozen desserts 1.7 Prepare salads, pickles, jams and marmalades 1.8 Prepare sausages, pates, terrines, cured and smoked products 1.9 Prepare plate presentations and garnishes	
LO 2 Demonstrate food and beverage serving skills in a hospitality set up showing appropriate service styles for different occasions.		2.1 Examine the provision of food and beverage Services within the hospitality industry 2.2 Demonstrate knowledge, purpose and safe use of standard tools and equipment in the Food and Beverage service areas 2.3 Plan for Food and Beverage service within the hospitality Industry 2.4 Serve Food and Beverage within the hospitality Industry' 2.5 Use point of sale in a trading session	
LO 3 Apply knowledge of Hospitality sector or establishment based on their organizational structure.		3.1 Analyse the Hospitality Industry 3.2 Explore the concepts of the hospitality sectors in Botswana 3.3 Design the organisational structure of a hospitality Establishment	
LO 4		4.1 Maintain general hygienic and sanitary conditions appropriate to the hospitality industry	

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Demonstrate the application of health and safety standards and procedures in a Hospitality set up	4.2 Ensure a safe and secure environment for guests and Staff 4.3 Demonstrate the safety procedures in the event of a fire
LO 5 Demonstrate skills, methods, processes and procedures of stock control in a hospitality set up.	5.1 Explore the importance of stock control for the hospitality industry 5.2 Apply the methods and process of controlling stock in the hospitality industry 5.3 Apply procedures for the care and control of stock in the hospitality industry
LO 6 Apply skills of dealing with customers in a professional manner through explaining principles of customer care and providing information to customers on products and service.	6.1 Explore the principles of customer care in the Hospitality industry 6.2 Demonstrate customer care in a given situation 6.3 Provide information to customers on products and services
LO 7 Demonstrate knowledge on different food commodities and skills to handle the identified commodities as they used in the production kitchen.	7.1 Classify fruits, vegetables, pulses and cereals 7.2 Identify meat, game, poultry and offals 7.3 Identify fish and shellfish 7.4 Classify milk, dairy products and eggs 7.5 Identify fats, oils and sugars 7.6 Identify aromatics and colourings
LO 8 Demonstrate the skill of manning a front of house office in a Hospitality establishment.	8.1 Apply the roles of the Front Office department in a hospitality establishment 8.2 Outline the guest cycle in the Front Office department 8.3. Demonstrate knowledge, purpose and safe use of standard tools and equipment in the front office service area 8.4 Carry out Front Office procedures 8.5 Determine requirements for Front Office Operations 8.6 Demonstrate the use of Front Office computerised system for checking in guests 8.7 Demonstrate the use of Front Office computerised system for checking out guests 8.8 Evaluate Front Office services
LO 9 Demonstrate the skill of manning a housekeeping office in a Hospitality establishment.	9.1 Provide housekeeping services in a hospitality establishment 9.2 Demonstrate knowledge, purpose and safe use of standard tools and equipment in the Housekeeping

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	<p>service areas</p> <p>9.3 Plan for housekeeping services within the accommodation service areas</p> <p>9.4 Demonstrate housekeeping procedures to set Standards</p> <p>9.5 Determine requirements for Housekeeping operations</p> <p>9.6 Carry out Housekeeping duties for given situations</p> <p>9.7 Carry out laundry services within the hospitality establishment</p> <p>9.8 Evaluate the provision of Housekeeping services</p>
<p>LO 10</p> <p>Demonstrate knowledge of using types of decorations to enhance a setting within the hospitality establishment interiors.</p>	<p>10.1 Show an understanding of factors that influence the ambience of a setting</p> <p>10.2 Demonstrate the knowledge of the different types of decorations that enhance ambience</p> <p>10.3. Create a floral and room arrangement to enhance ambience</p>
<p>LO 11</p> <p>Plan, cost and price various menus.</p>	<p>11.1 Explore dietary requirements</p> <p>11.2 Compile menus for different occasions</p> <p>11.3 Produce a menu card for different occasions</p> <p>11.4 Cost and price a given menu</p>
<p>LO 12</p> <p>Demonstrate knowledge of the relationship between sales and costs and the effect of control procedures on profit and Loss.</p>	<p>12.1 Apply elements of cost and sales in a set menu operations</p> <p>12.2 Relate the cost elements to sales in a set menu</p> <p>12.3 Analyse the effect of changes in sales and costs of a trading session</p>
<p>LO 13</p> <p>Apply the concepts of prevention of food spoilage, preservation of food, how to examine a range of prevention systems and the importance of risk assessment and quality control systems.</p>	<p>13.1 Explore the causes of food contamination</p> <p>13.2 Demonstrate the importance of food preservation and environmental hygiene</p> <p>13.3 Demonstrate the importance of quality control systems in food production environment</p>
<p>LO 14</p> <p>Demonstrate knowledge of the various beverages served to guests in a hospitality setup.</p>	<p>14.1 Explore concepts of the production of non-alcoholic beverages, beers and ciders, wines, spirits and liqueurs</p> <p>14.2 Demonstrate in the preparation of cocktails based on their principles</p>
<p>LO 15</p>	<p>15.1 Examine the main requirements of current licensing legislation for hospitality operations in Botswana</p>

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Plan for the undertaking of activities of a food production kitchen.	15.2 Produce an operational plan for the management of the selected hospitality operation 15.3 Implement the operational plan for the selected hospitality operation 15.4 Evaluate the effectiveness of the operational plan for the selected hospitality operation
LO 16 Plan for human resource training in a Hospitality setup.	16.1 Examine the concept of training within hospitality establishment 16.2 Produce a plan for the training activity 16.3 Implement the training activity 16.4 Evaluate the training activity
LO 17 Apply supervisory skills when leading a team.	17.1 Examine the concept of leadership 17.2 Explore the need for effective communication when leading a team 17.3 Demonstrate approaches to leading a team 17.4 demonstrate the knowledge of the principles of supervisory planning 17.5 Prepare supervisory plans
LO 18 Demonstrate the management and uses of accounting systems as a means of improving financial performance of a hospitality outlet.	18.1 Use an accounting package to produce final accounts in accordance with standard practice 18.2 Prepare a cash budget for a hospitality operation 18.3 Reconcile budgeted and actual net profit statement using variance analysis to improve performance 18.4 Apply various pricing methods for a hospitality operation
LO 19 Apply the concepts of marketing and selling services and products in Hospitality and Tourism.	19.1 Examine the concepts of selling skills in a sales environment 19.2 Examine the structure of the customer-salesperson relationship 19.3 Examine sales practices in a proactive selling situation 19.4 Present a sales pitch for a product using selling Techniques 19.5 Explore key concepts of marketing and the basis for segmenting consumer markets in a hospitality set up 19.6 Explore the concepts of branding in marketing and

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	<p>strategies to achieve competitive advantage in a hospitality set up</p> <p>19.7 Develop a marketing plan</p>
LO 20 Demonstrate knowledge of managing a project.	20.1 Develop the scope of a project 20.2 Enter tasks as per project proposal 20.3 Enter resources as required for each task
LO 21 Use the concepts of public relations in rendering service in Hospitality and Tourism.	21.1 Apply concepts of public relations 21.2 Explore purpose of Public Relations Practitioner 21.3 Demonstrate knowledge of corporate and consulting public practices 21.4 Explore the role of public relations in protecting company image
LO 22 Produce menus that will match with beverages to meet gastronomic expectations of customers.	22.1 Match suitable wines to a variety of dishes 22.2 Customise a menu package with suitable accompanying wines to satisfy a range of customer expectations 22.3 Evaluate the outcome of a planned gastronomic experience
LO 23 Plan for a variety of events for all occasions in a Hospitality set up.	23.1 Conduct a research on the concepts of managing an event 23.2 Plan an event 23.3 Implement the operational plan 23.4 Evaluate the effectiveness of the operational plan of the event
LO 24 Develop a research proposal on a relevant area in the Hospitality and Tourism set up.	24.1 Present a research proposal 24.2 Review secondary data relating to research objectives 24.3 Design a data collection tool for primary data collection 24.4 Compile a research proposal

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SECTION C	QUALIFICATION STRUCTURE				
FUNDAMENTAL COMPONENT <i>Subjects/ Courses/ Modules/Units</i>	TITLE	Credits Per Relevant NCQF Level			Total (Per Subject/ Course/ Module/ Units)
		Level [5]	Level [6]	Level []	
	Communication Skills	5			8
	Entrepreneurship 1	5			8
	Entrepreneurship 2		6		8
	Computer Application & Internet	5			4
	Research Methods		6		8
TOTAL					36
CORE COMPONENT <i>Subjects/Courses/ Modules/Units</i>	Food Production	5			10
	Food and Beverage Service Skills	5			12
	Introduction to Hospitality Industry	5			4
	Hygiene and Safety in the Hospitality Industry	5			4
	Stock Control for Hospitality	5			4
	Customer Care In the Hospitality Industry	5			8
	Food Commodity Studies	5			10

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	Front Office Operations I		6		3
	Front Office Operations II		6		14
	Housekeeping Operations I		6		3
	Housekeeping Operations II		6		10
	Interior Décor for Hospitality	5			4
	Menu Planning Essentials	5			4
	Control of Sales and Costs	5			4
	Occupational Health and Safety		5		8
	Food and Environmental Hygiene		6		5
	Beverage Product Knowledge		6		9
	Marketing Essentials		6		10
	Food and Beverage Operations		6		17
	Food Production Operations		6		11
	Training Skills for Hospitality Industry		6		10
	Hospitality Operations Management		6		22
	Supervisory Skills		6		8
	Accounting for Hospitality		6		10
	Industrial Placement		6		60
	Integrated Project		6		30
TOTAL					296

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ELECTIVE/ OPTIONAL COMPONENT <i>Subjects/Courses/ Modules/Units</i>	Customer Service Excellence		6		10
	Selling Skills		6		10
	Project Management Essentials		6		10
	Public Relations		6		10
	Gastronomy		6		10
	Events management		6		10
TOTAL					30

SUMMARY OF CREDIT DISTRIBUTION FOR EACH COMPONENT PER NCQF LEVEL		
TOTAL CREDITS PER NCQF LEVEL		
NCQF Level	Credit Value	
Level 5	84	
Level 6	278	
TOTAL CREDITS	362	
Rules of Combination:		
(Please Indicate combinations for the different constituent components of the qualification)		
The rules of combination for this qualification are defined below, and cover the minimum and maximum credit values required to be accumulated, along with details of any mandatory units.		
COMPONENT	LEVEL 5	LEVEL 6
Core	64 credits	232 credits
Fundamental	20 credits	16 credits

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Elective	0 credits	30 credits	
<ul style="list-style-type: none"> • The Fundamental Component consists of Unit Standards to the value of 36 credits all of which are compulsory • The Core Component consists of Unit Standards to the value of 296 credits all of which are compulsory • Elective Component consists of Unit Standards to the value of 30 credits of which a candidate is to complete 3 units out of the 6 units available • Integrated Project Unit to the value of 30 credits • Industrial Attachment to the value of 60 credits 			

ASSESSMENT ARRANGEMENTS
<p>There will be ASSESSMENT administered in order for the candidates to satisfy the qualification according to set National Assessment Policy.</p> <p>Formative assessment will contribute 60% and Summative assessment 40% of the total weightings of the assessment</p>
MODERATION ARRANGEMENTS
<p>BQA registered and Accredited Assessors and Moderators will be engaged for the process of Assessing the candidates and moderators for the moderation of the assessments.</p>
RECOGNITION OF PRIOR LEARNING
<p>Recognition of Prior Learning (RPL) for award will be provided for following the National and institutional RPL policies.</p>
CREDIT ACCUMULATION AND TRANSFER
<p>Credits Accumulation and Transfer (CAT) will be allowed for award following the National and institutional CAT policies.</p>
PROGRESSION PATHWAYS (LEARNING AND EMPLOYMENT)
LEARNING PATHWAYS

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Horizontal and/or Diagonal Articulation (related qualifications of similar level that graduates may consider)

Horizontal Articulation (qualifications to which this qualification is equivalent to)

- Diploma in Hotel Management
- Diploma in hotel, Catering and Institutional Management

Vertical Articulation (qualifications to which the holder may progress to)

- Degree in Hospitality Management
- B. Tech in Hospitality Management

EMPLOYMENT PATHWAYS

On successful completion of this qualification the holder may be absorbed in the job market as:

- Hotel / Motel manager
- Banquet or Function Manager
- Bar manager
- Café Manager
- Club Manager
- Front Office Manager
- Restaurant Manager.
- Housekeeping Manager
- Catering Manager
- Kitchen Operations Manager

QUALIFICATION AWARD AND CERTIFICATION

Award

Candidates must have acquired a minimum of **362** credits to be awarded Diploma in Hospitality Management.

Certification

A certificate will be issued to a candidate upon successful completion of the qualification in accordance with applicable policies.

REGIONAL AND INTERNATIONAL COMPARABILITY

This qualification has been benchmarked against similar Regional and International Qualifications. The qualification was compared regionally with Diploma in Hospitality Management from South African Qualification Authority and Internationally, the qualification was compared to Hospitality Management Skills from Scottish

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Qualification Authority (SQA), Diploma in Hospitality Management offered at Kenyatta University and Diploma in Hospitality Management from Victoria University Polytechnic

Regional Comparability

Similarities

The components or modules making up the structures for the two qualifications are similar. Both institutions include a module in communications, marketing, ICT and financial awareness to equip the candidates with the soft skills of managing a Saloon environment as a business. Both qualifications test / assess for theory and practical examination. The names and level of the two qualifications are also similar

Differences

The difference is the duration of the qualification. The proposed qualification is a 3 year diploma whereas the regional one is a 2 year programme with similar courses. The other difference is the number of modules offered. The regional qualification compared to does not have electives while the proposed qualification has electives.

International Comparability

Similarities

The similarities are that all the qualifications are offered at a level equivalent to NCQF level 6. The titles of the qualifications are also similar except for the Scottish qualification. Most courses making up the structure are similar.

Differences

There is a difference in the naming of the SQA qualification and the proposed one. The other difference is that the qualifications compared to do not emphasise on the Industrial Attachment compared to the proposed qualification. Both qualifications do not have electives and an Integrated project module.

Generally, the qualification compares and articulates well with the qualifications compared to regionally and internationally.

REVIEW PERIOD

The qualification will be reviewed every five **(5) years** or as and when required depending on the changing needs of the market