BQA NCQF QUALIFICATION TEMPLATE

SECTION A:	QUALIFICATION DETAILS		
QUALIFICATION DEVELOPER (S)	Madirelo Trainng and Testing Centre		
TITLE	Certificate III in Tourism Operations	**NCQF LEVEL**	*3*
STRANDS (where applicable)	1. N/A		
FIELD	*Services*	**CREDIT VALUE**	*40*
SUB FIELD	*Personal Service*		

New Qualification	√	Legacy Qualification		Renewal Qualification	
				Registration Code	

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

RATIONALE:

Roberts (2023) revealed that three-quarters of the tourism workforce in Africa are non-locals and a few Africans employed are unskilled labour in this industry. In this regard, there is need to develop competent manpower to close the gap and reduce leakages.

In the SADC region Africa Travel Week publication (2022) stated that there is a mismatch between the skills learned by students and those required in the Hospitality and Tourism industry in Southern African Development Community (SADC) region.
The Botswana Education and Training Sector Strategic Plan (ETSSP 2015-2020) marks a significant milestone in our collective efforts as a nation to bring about a more diversified, knowledge-based economy. 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.

Human Resource Development Council (HRDC) report on top occupations in demand of 2016 has identified Hospitality and Tourism as some of the priority skills in the service sector. HRDC, in line with its first-year

strategic plan (2016-2021) started developing human resource development sector plans to address the problem of skills mismatch and to produce a globally competitive human resource. Tourism Operation is one of the sectors identified (HRDC).

For these reasons, the Department of Skills Development (DSD) consulted stakeholders in November 2019 and came to acknowledge that one major constraint in the tourism industry is the quality-of-service delivery and lack of professionalism The industry made recommendations that the programmes developed should match the industry needs to avoid skills mismatch, the task that is given to Madirelo Training and Testing Centre (MTTC) under the Department of Skills Development. Madirelo Training and Testing Centre wishes to be part of the INTERNATIONAL players in producing competent skilled workers for tourism industry to bridge the gap.

PURPOSE: (itemise exit level outcomes)

The purpose of the qualification is to equip graduates with basic operational and theoretical knowledge, skills and competences to:
1. Apply Safety, Health and Environmental legislative practices required in tourism operations to prevent accidents.
2. Demonstrate customer service skills to enhance customer experiences.
3. Convey products and services information to customers to enhance their experience, through the use of in-depth knowledge of Botswana tourist attractions.
4. Relay information to support stakeholders using detailed knowledge of tourism industry.
5. Use of ICT for information retrieval and processing as well as Communication and Collaboration with others.
6. Communicate with clients, colleagues and others using appropriate forms of communication techniques.

MINIMUM ENTRY REQUIREMENTS (including access and inclusion)

- Any Certificate II NCQF Level 2 qualification or equivalent.
- Applicant may be considered through Recognition of Prior Learning (RPL) and Credit Accumulation and Transfer (CAT) according to National RPL and CAT policies

SECTION B	QUALIFICATION SPECIFICATION
GRADUATE PROFILE (LEARNING OUTCOMES)	**ASSESSMENT CRITERIA**
1. Adhere to Safety, Health and Environmental practices in the tourism industry to prevent.	1.1. Demonstrate knowledge of Safety, Health, and Environmental principles to customers in the tourism industry. 1.2. Apply Safety, Health and Environmental practices to prevent accidents in the tourism industry. 1.3. Carry out safety and health working procedures to protect customers
2. Execute quality customer service skills to efficiently assist customers in tourism industry.	2.1 Apply principles of quality customer service to customers in the tourism Industry. 2.2 Provide information to customers on products and services. 2.3 Provide quality customer service to different types of customers. 2.4 Apply skills of handling customers with different experiences.
3. Develop and deliver an engaging presentation showcasing Botswana's tourist attractions, aimed at enhancing visitor experiences.	3.1 Provide geographical information of Botswana to visitors to ease travel route around the country. 3.2 Provide information on Botswana tourist attractions to visitors enable decision on places to visit. 3.3 Apply knowledge of categories of tourist attractions in Botswana to visitors 3.4 Present information on tourist attraction to visitors
4. Demonstrate comprehensive understanding of the tourism industry, including its key components and dynamics, to effectively support and enhance visitor experiences.	4.1 Provide information on the impacts of tourism industry to stakeholders. 4.2 Provide information on sectors of the tourism industry to stakeholders 4.3 Provide information on modes of transport used in the tourism industry to stakeholder. 4.4 Provide information on classification and grading systems for accommodation to stakeholders
5. Communicate with clients, colleagues and others using appropriate forms of communication techniques.	5.2 Use written, verbal, non-verbal communication appropriate to the target audience. 5.3 Interpret stipulated instructions or requirements. 5.4 Apply information acquired in the performance of tasks or discussions with other people 5.5 Apply relevant definitions, terminology, abbreviations and language. 5.6 Present information using appropriate language and formats.

	5.7 Construct clear sentences to produce a written logical and coherent piece of writing.
	5.8 Use appropriate presentation formats and styles of writing to produce error free business documents.
6. Utilise ICT for information retrieval and processing as well as communication and collaboration with others.	6.2 Use ICT responsibly and ethically in accordance to protocols and practices.
	6.3 Manage information using ICT tools.
	6.4 Organize and synthesize information using ICT.
	6.5 Implement data loss prevention strategies using ICT for safeguarding digital data integrity and ensuring a secure future.
	6.6 Present information in a variety of formats using ICT.

SECTION C	QUALIFICATION STRUCTURE				
COMPONENT	TITLE	Credits Per Relevant NCQF Level			Total Credits
		Level [3]	Level [ ]	Level [ ]	
FUNDAMENTAL COMPONENT *Subjects/ Courses/ Modules/Units*	Communication	3			3
	Information and Communication Technology	3			3
CORE COMPONENT *Subjects/Courses/ Modules/Units*	Safety and Security in the Tourism Industry	8			8
	Customer Service in the Tourism Industry	8			8
	Tourist Attractions in Botswana	9			9
	Introduction to Tourism Industry	9			9
STRANDS/ SPECIALIZATION	*Subjects/ Courses/*	Credits Per Relevant NCQF Level			Total Credits

	Modules/Units	*Level [ ]*	*Level [ ]*	*Level [ ]*	
1.					
2.					
Electives					

SUMMARY OF CREDIT DISTRIBUTION FOR EACH COMPONENT PER NCQF LEVEL	
TOTAL CREDITS PER NCQF LEVEL	
NCQF Level	**Credit Value**
3	*40*
TOTAL CREDITS	*40*

Rules of Combination:

(Please Indicate combinations for the different constituent components of the qualification)

To be awarded this qualification, candidate should achieve 40 credits; Fundamentals units 6 credits and 34 credits for Core.

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ASSESSMENT ARRANGEMENTS

The weightings for the assessment will be as follows:
1. Formative assessment
The weighting of formative assessment is 60% of the final assessment mark.

2. Summative Assessment

The weighting of summative assessment is 40% of the final assessment mark

MODERATION ARRANGEMENTS

Internal and external moderation are performed in assessments for the qualification. Both internal and external moderation are done in-line with the national moderation policy expectations. Anyone assessing a learner or moderating the assessment of a learner against this qualification must be registered as an assessor from any relevant regulatory body

RECOGNITION OF PRIOR LEARNING

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

Credits Accumulated and Transfer will be applicable for gaining credits towards graduation

PROGRESSION PATHWAYS (LEARNING AND EMPLOYMENT)

Learning Pathways

Horizontal Articulation
Graduates of this qualification may consider pursuing related qualifications in the following:
- Certificate III in Front Office Operations
- Certificate III in Travel and Tourism Operations
- Certificate III in Selling Skills
- Certificate III in Customer Service

Vertical Articulation
Graduates may progress to level 4 in but not limited to:
- Certificate IV in Front Office Operations
- Certificate IV in Travel Operations
- Certificate IV in Customer Service
- Certificate IV in Tour Guiding

Employment Pathways
Holders of this qualification can work as; but not limited to:
- Receptionist
- Reception Porter

- Guest Relations Officer
- Sales Agent
- Camp Assistant
- Meet and Greet Officer

QUALIFICATION AWARD AND CERTIFICATION

Minimum standards of achievement for the award of the qualification
A candidate is required to achieve the stipulated total of 40 credits inclusive of the 6 fundamentals and 34 for core to be awarded Certificate III in Tourism Operations.

Certification

Candidates meeting prescribed requirements will be awarded Certificate in addition to transcript.

SUMMARY OF REGIONAL AND INTERNATIONAL COMPARABILITY

A comparative analysis was carried out to find out the relevance and the standard implemented in the developed qualification of Certificate III in Tourism Operation to New Zealand Certificate in Tourism offered at Ara Institute of Canterbury (New Zealand), National Vocational Certificate in Hospitality and Tourism offered at Africa Institutional Management Services (Namibia) and Certificate in Tourism offered at Port Elizabeth TVET College Ladysmith (South Africa).

Similarities
The similarities are as follows:
The titles of these qualifications are similar as they address the concept of tourism, although the Africa Institutional Management Services qualification has Hospitality which embeds Tourism Operation. The qualification frameworks are all at level 3 and credits values of these qualifications are within the same range of 40 credits [New Zealand Certificate in Tourism level (credit 40-60) and National Vocational Certificate in Hospitality and Tourism (credit 40-119, levels 3-5 of , therefore making them similar .

Exit outcomes of these qualifications include - develop knowledge, skills and competences needed in the tourism industry enhancing visitor experience. These qualifications are composed of fundamentals modules which are the back bone of any kind of businesses and core ones which are the pillars of the operations of tourism industry and the enhancement of visitor experience. In these regards these qualifications compare well.

Assessments strategies are carried out in a similar way for these qualifications. The graduate is awarded certificate upon completion with evidence
of a minimum of 40 credits in accordance with the qualification specification.

The education pathway leads to level 4 of the same qualification. The employment pathways are basic positions in the tourism industry at lower levels which needs supervision which include attraction assistants, front office position, Visitor host (meet and greet officer) and Booking assistant
.
Differences
Differences are as follows:
What sets the developed qualification apart from the one benchmarked is that Certificate in Tourism (credit 130)] of Port Elizabeth TVET College
Ladysmith (**South Africa)** has far more higher credits at the same level.
There is a slightly difference with the benchmarked qualification of Namibia having content on hotel operations. The benchmarked qualification of New Zealand assessments are outcome based with no formal examinations where the candidate is awarded a subjective comment (either achieved or not achieved) which is not an objective mark (0%-100%).

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REVIEW PERIOD
This qualification shall be reviewed every 5 years or as and when need arises.

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For Official Use Only:

CODE (ID)			
REGISTRATION STATUS	**BQA DECISION NO.**	**REGISTRATION START DATE**	**REGISTRATION END DATE**
LAST DATE FOR ENROLMENT		**LAST DATE FOR ACHIEVEMENT**	