

BQA NCQF QUALIFICATION TEMPLATE

SECTION A: QUALIFICATION DETAILS																				
QUALIFICATION DEVELOPER (S)				Madirelo Training and Testing Centre																
TITLE		Certificate V in Hospitality Operations							NCQF LEVEL			5								
STRANDS (where applicable)		N/A																		
FIELD		Services							CREDIT VALUE			120								
SUB FIELD		Personal Services																		
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									
Qualifications Authority																				
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. Hospitality as a service sector is contributing significantly to Gross Domestic Product (GDP) and employment creation and is a key enabler to other sectors to enhance their contribution to the economy.</p> <p>Hospitality is a service sector which provides accommodation, food and beverage services to clients. According to the Human Resource Development Council (HRDC) priority skills report 2023/2024, there is a need in Botswana to train Hotel Managers, Restaurant Managers, Chefs, Bartenders, Waiters and Food & Beverage Managers.</p>																				

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The Botswana Education and Training Sector Strategic Plan (ETSSP 2015-2020) marks a significant milestone in a collective effort 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 labor market requirements, thereby ensuring that education and training outputs are more closely aligned to socio-economic development needs of the country.

The HRDC-TVET Pitso report of 2019 recommends that Technical and Vocational Education and Training (TVET) be transformed and accorded the attention it deserves as a sub-sector of Education. TVET has the potential to equip candidates with skills to enhance their employability in different sectors of the economy, hence the need for TVET Institutions in Botswana to produce competent hoteliers.

The Department of Skills Development through Madirelo Training and Testing Centre (MTTC), in its quest to contribute to knowledge based economy and socio-economic activity of Botswana, wishes to be part of the GLOBAL players in producing competent workforce for hospitality operations.

PURPOSE: (itemise exit level outcomes)

The purpose of the qualification is to produce graduates with broad technical knowledge, skills, and competences to:

- Administer front office operations to ensure efficient and smooth operations for producing excellent feedback and guest satisfaction.
- Supervise housekeeping operations to ensure compliance with proper cleaning techniques, procedures, and brand standards.
- Manage food preparation to ensure it follows proper sanitation and quality food safety standards.
- Organise and oversee events and functions within hospitality settings.

MINIMUM ENTRY REQUIREMENTS (including access and inclusion)

- Certificate IV, NCQF Level 4 (TVET/GE) or equivalent.
- There will be provision for RPL and CAT for entry according to the national RPL and CAT policy.

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SECTION B QUALIFICATION SPECIFICATION	
GRADUATE PROFILE (LEARNING OUTCOMES)	ASSESSMENT CRITERIA
1. Manage Front Office Operations to ensure efficient and smooth operations.	1.1 Evaluate the role of the Front Office department within various accommodation organisations 1.2 Discuss the importance of managing the reservation process to ensure maximisation of profit 1.3 Analyse the guest experience journey within Front Office operations 1.4 Assess how Front Office operations manage the quality-of-service delivery.
2. Manage Housekeeping Operations, ensuring high standards of cleanliness, organisation and service delivery	2.1 Manage Inventory Control in the Housekeeping accordingly 2.2 Plan for Housekeeping Services within the Hospitality Operations 2.3 Plan and Implement Accommodation Services for a Special Function 2.4 Maintain Customer Services to meet set standards in Housekeeping Operations.
3. Assess the efficiency and quality of food and beverage operations, identifying areas for improvement and ensuring optimal service standards	3.1 Set realistic criteria for the evaluation of food and beverage operations 3.2 Analyse the efficiency and effectiveness of food and beverage operations 3.3 Analyse the occupational, environmental and human factors that affect hygiene, health and safety 3.4 Evaluate the potential impact of non-compliance with regulatory requirements
4. Plan and coordinate activities required to successfully organise banquets and functions, ensuring seamless execution.	4.1 Develop plans for banquets and functions that meet the specifications within budget 4.2 Develop menus, wine lists, cooking and service methods that are appropriate to the banquet or function 4.3 Address hygiene, health and safety issues for each event plan 4.4 Specify supervision and staffing arrangements for each event that are sufficient to meet the specification

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	4.5 Evaluate the success of the event against the agreed criteria
5. Assess the viability of a chosen venture and develop its business plan and implementation schedule for submission to potential financiers.	5.1 Identify and assess a venture of interest 5.2 Conduct a market survey to assess the viability of the project in its target area. 5.3 Develop a plan for the chosen venture including an overview of the business, operations, marketing, human resources and financial projections adequate for funders. 5.4 Schedule for implementation of the business plan in the form of a gantt chart (or any suitable presentation technique).
6. Apply effective fundamental and problem-solving skills while performing assigned duties/tasks according to the set industry standards in an actual work environment.	6.1 Communicate and Negotiate with stakeholders to initiate an industrious work-based learning experience 6.2 Perform assigned vocation-related tasks to the required standards 6.3 Apply effective fundamental (core) skills throughout the duration of the work-based learning program. 6.4 Adhere to health and safety requirements at all times 6.5 Demonstrate problem-solving skills as and when problems are encountered during the work process 6.6 Contribute effectively to teamwork initiatives within the work environment 6.7 Evaluate the work-based learning experience to determine its benefits and or limitations

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SECTION C	QUALIFICATION STRUCTURE				
COMPONENT	TITLE	Credits Per Relevant NCQF Level			Total Credits
		Level []	Level []	Level [V]	
FUNDAMENTAL COMPONENT Subjects/ Courses/ Modules/Units	Entrepreneurship II			11	11
CORE COMPONENT Subjects/Courses/ Modules/Units	Front Office Operations II			15	15
	House-keeping Operations II			15	15
	Food and Beverage Operations II			15	15
	Food Preparation II			16	16
	Work based Learning			48	48
STRANDS/ SPECIALIZATION	Subjects/ Courses/ Modules/Units	Credits Per Relevant NCQF Level			Total Credits
		Level []	Level []	Level []	
1.					
2.					
Electives					

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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 V	120
TOTAL CREDITS	

Rules of Combination:

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

To be awarded the qualification, Learners should achieve 120 credits, Fundamentals units, 11 credits and 61 credits for Core and 48 credits of Work based Learning.

(Note: Please use Arial 11 font for completing the template)

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 moderators perform assessments of the qualification. Both internal and external moderators are done in-line with the national assessment policy. Anyone moderating a learner against this qualification must be registered as an moderator 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 administered in line with the national and institutional policy and will be administered towards the award of qualification.

PROGRESSION PATHWAYS (LEARNING AND EMPLOYMENT)

Learning Pathways

Horizontal Articulation

Graduates of this qualification may consider pursuing related qualifications in the following:

- Certificate V in Housekeeping Operations
- Certificate V in Professional Cookery
- Certificate V in Hospitality Leadership
- Certificate V in Business Management

Vertical Articulation

Graduates may progress to level 6 in but not limited to:

- Diploma in Front Office operations
- Diploma in Housekeeping Operations
- Diploma in Food and Beverage Services
- Diploma in Culinary Arts

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

- Hotel clerks
- Meeting and convention centre planners
- Reservation ticket agents
- Restaurant Supervisor

QUALIFICATION AWARD AND CERTIFICATION

Minimum standards of achievement for the award of the qualification

A candidate is required to achieve the stipulated total of 120 credits. **103** credits for core units inclusive of 48 credits for work-based learning, **11** credits for fundamentals and **6** credits for chosen elective, to be awarded Certificate V in Hospitality Operations.

Certification

A Certificate V in Hospitality Operations will be awarded to a candidate upon completion of the qualification in accordance with awarding body policies. A certificate and transcript will be issued at award.

SUMMARY OF REGIONAL AND INTERNATIONAL COMPARABILITY

Title of Qualification

New Zealand at Ringa Hora Services Workforce Development Council named it Diploma in Hospitality Management (Level 5), Namibian University of Science and Technology as Certificate in Hospitality Operations Level 5, London School of Business and Research, Office of the Qualifications and Examinations Regulation) and Qualifications Wales as Extended Diploma in Tourism and Hospitality Management Level 5. We named it Certificate V in Hospitality Operations, which aligns well with other titles, especially the Namibian University of Science and Technology.

NQF Level & Credit Value or Duration

New Zealand Diploma in Hospitality Management (Level 5) has 120 credits, Certificate in Hospitality Operations Level 5 with 124 Credits and the OFQUAL Extended Diploma in Tourism and Hospitality Management Level 5 with 240 Credits, while Certificate V in Hospitality Operations has 120 Credits and are similarly in the same credit range except for OFQUAL which is an Extended Diploma, hence it has 240 credits.

Main Exit Outcomes

The main exit outcomes for Ringa Hora Services Workforce Development Council, Namibian University of Science and Technology are in line with Certificate V in Hospitality Operations, while the OFQUAL one is more on the Tourism section than the operations, it is more research-oriented compared to the other three mostly because it is of an advanced level than the others.

Domains/ Modules/ Courses/ Subjects Covered (Fundamental, Core and Electives)

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The Modules and fundamentals for all the Benchmark Qualifications are clearly outlined and similar, while the electives are not stated.

Assessment Strategies and Weightings

All Qualifications have Assessment strategies that include written assignments, tests, examinations, problem-solving assignments, portfolios of learning, Practical lessons, materials and projects.

Qualification Rules And Minimum Standards For The Award Of The Qualification

Candidates are required to achieve 120 credits for Fundamentals units, 11 credits and 109 credits for Core units (61 credits for Core and 48 credits for Work-based Learning).

Education and Employment Pathways

Graduates will be suitable for roles as junior or trainee hospitality management supervisors or team leaders across a range of hospitality sectors such as kitchens, restaurants, bars, cafes, accommodation, catering or hotels, and this appears on the Ringa Hora Services Workforce Development Council and OFQUAL whilst the Namibian University of Science and Technology has the following pathways; F&B Outlets Manager (hotel), Culinary Director, Director of F&B, F&B Coordinator, F&B Catering & Events Manager, Entrepreneur.

The proposed qualification generally compares well with the Namibian University of Science and Technology, Ringa Hora Services Workforce Development Council, whilst London School of Business and Research is higher in terms of the Modules as it has Modules of a lower Level together with a more advanced Level 5 on content scope and learning hours to be achieved before assessment. The intention of this qualification is to develop skills, knowledge and competences in Generic Skills and Hospitality Operations

REVIEW PERIOD

This qualification shall be reviewed every 5 years

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	