

## BQA NCQF QUALIFICATION TEMPLATE

SECTION A: QUALIFICATION DETAILS																			
<b>QUALIFICATION DEVELOPER (S)</b>			Madirelo Training and Testing Centre																
<b>TITLE</b>		Certificate V in Tourism Operations								<b>NCQF LEVEL</b>		5							
<b>STRANDS (where applicable)</b>		N/A																	
<b>FIELD</b>		Services								<b>CREDIT VALUE</b>		120							
<b>SUB FIELD</b>		Personal Services																	
New Qualification		√		Legacy Qualification						Renewal Qualification									
										Registration Code									
<b>SUB-FRAMEWORK</b>		General Education						TVET		√		Higher Education							
<b>QUALIFICATION TYPE</b>		Certificate		I		II		III		IV		V	√	Diploma			Bachelor		
		Bachelor Honours								Post Graduate Certificate								Post Graduate Diploma	
		Masters										Doctorate/ PhD							
<b>RATIONALE AND PURPOSE OF THE QUALIFICATION</b>																			
<b>RATIONALE:</b> <p>Roberts (2023) revealed that three-quarters of the tourism workforce in Africa are non-locals, and a few Africans are employed as unskilled labour in this industry. In this regard, there is a need for industry in the SADC region. For this reason, the development of this qualification seeks to bridge this mismatch in the tourism sector of Botswana.</p> <p>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</p>																			

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 the country's socioeconomic development needs.

The Human Resource Development Council (HRDC) report on the top occupations in demand in 2023/24 has identified the Tourism Sector as one of the priority skills for service and sales workers. In line with its first-year strategic plan (2016-2022), HRDC started developing human resource development sector plans to address the problem of skills mismatch and produce globally competitive human resources. Tourism Operation is one of the sectors identified (HRDC).

For these reasons, the developer 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 developers of proposed qualification observed discrepancies on the accredited Q0167 - Certificate V in Tourism and Q0128 - Certificate V in Tourism, hence the need to develop level V. These are as follows:

- Modules that appear in Q0167 and Q0128 qualifications compromise modules that have been covered by the proposed qualification in levels III and IV.
- Some learning outcomes that appear in Q0167 and Q0128 qualifications mismatch with assessment criteria content
- The Q0167 and Q0128 lack Work Based learning, which is a very important element for the graduate to be competent in the industry

### **PURPOSE: (itemise exit level outcomes)**

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

1. Promote tourism products and perform Reservations and Ticketing procedures to meet customer requirements
2. Apply camping skills and promote sustainable tourism to preserve and conserve culture and nature.
3. Assess the viability of a chosen venture and develop its business plan and implementation schedule for submission to potential financiers.
4. Apply effective fundamental and problem-solving skills while performing assigned duties/tasks according to the set industry standards in an actual work environment.

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

Candidates who possess the following certificates may be considered

- 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.

QUALIFICATION SPECIFICATION		SECTION B
GRADUATE PROFILE (LEARNING OUTCOMES)	ASSESSMENT CRITERIA	
1. Apply promotion and selling skills in the tourism industry to encourage purchase of tourism products.	1.1 Implement the concepts of marketing to build trust and credibility with the customer. 1.2 Provide information on sales promotion techniques used in travel and tourism to increase sales for the business. 1.3 Design promotional campaigns using traditional media to attract customers. 1.4 Perform the role of a salesperson in the tourism industry to achieve a sale.	
2. Demonstrate Reservation Skills in the tourism industry to ensure product availability to the customer.	2.1 Procedurally handle client's requirements on tourism products. 2.2 Execute reservation procedures for air, rail, and water (cruise), road (Coach travel and car rental) transport, and accommodation for customers. 2.3 Carry out ticketing procedures for Air, Rail and Water (Cruise) and Road (Coach travel and Car Rental) transport and Accommodation to customers. 2.4 Perform check-in and check-out procedures to the customer.	
3. Apply Basic Camping Skills according to the set industry standards.	3.1 Set up a camp for guests in the field according to set standards. 3.2 Practice safety rules and regulations for camping. 3.3 Perform housekeeping skills in the camp. 3.4 Prepare and serve food and beverages in the camp and field.	

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	3.5 Break down a camp for the guests according to set standards.
4. Present information on the Tourism Destinations of the Southern African Development Community (SADC) region to meet customer needs.	4.1 Provide information to customers on tourism destinations of Southern African Development Community (SADC) region. 4.2 Present information to customers on categories of attractions of the region. 4.3 Provide information on the patterns of tourism flows in the SADC region. 4.4 Plan a tour for an individual or group of tourists to a place of interest in the region.
5. Apply sustainable tourism principles to preserve and conserve culture and nature to ensure the well-being of the future generation	5.1 Provide information on the concepts of sustainable principles to preserve culture and conserve nature. 5.2 Assess the impact of human activities on culture and nature. 5.3 Implement methods of preserving culture and conserving natural resources.
6. Autonomously assess the viability of a chosen venture and develop its business plan and implementation schedule for submission to potential financiers.	6.1 Identify and assess a venture of interest 6.2 Conduct a market survey to assess the viability of the project in its target area. 6.3 Develop a plan for the chosen venture including an overview of the business, operations, marketing, human resources and financial projections adequate for funders. 6.4 Schedule for implementation of the business plan in the form of a gantt chart (or any suitable presentation technique).
7. Apply effective fundamental and problem-solving skills while performing assigned duties/tasks according to the set industry standards in an actual work environment.	7.1 Communicate and negotiate and with stakeholders to initiate industrious work-based learning experience 7.2 Perform assigned vocation related tasks to the required standards 7.3 Apply effective fundamental (core) skills throughout the duration of the work-based learning program. 7.4 Always adhere to health and safety requirements 7.5 Demonstrate problem solving skills as and when problems are encountered during the work process 7.6 Contribute effectively to teamwork initiatives within the work environment 7.7 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 [ III ]	Level [ IV ]	Level [ V ]	
<b>FUNDAMENTAL COMPONENT</b> Subjects/ Courses/ Modules/Units	Entrepreneurship II			11	11
<b>CORE COMPONENT</b> Subjects/Courses/ Modules/Units	Promotion and Selling Skills			8	8
	Reservation Skills			15	15
	Basic Camping Skills			15	15
	Tourism Destinations of Southern Africa Development Community (SADC) Region			10	10
	Promoting Sustainable Tourism			13	13
	Work based learning			48	48
STRANDS/ SPECIALIZATION	Subjects/ Courses/ Modules/Units	Credits Per Relevant NCQF Level			Total Credits
		Level [ III ]	Level [ IV ]	Level [ V ]	

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### SUMMARY OF CREDIT DISTRIBUTION FOR EACH COMPONENT PER NCQF LEVEL

#### TOTAL CREDITS PER NCQF LEVEL

NCQF Level	Credit Value
NCQF 5	120
<b>TOTAL CREDITS</b>	<b>120</b>

#### Rules of Combination:

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

To be awarded this qualification, the candidate should achieve 120 credits: 11 credits for Fundamentals units and 109 credits for Core.

### 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 the 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 a 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

- Certificate V in Cultural Tourism
- Certificate V in Hospitality and Tourism Management
- Certificate V in Travel and Tourism operations

#### Vertical Articulation

- Diploma in Cultural Tourism
- Diploma in Hospitality and Tourism Management
- Diploma in Travel and Tourism Operations

#### Employment Pathways

- Tourism Promotions Assistant
- Reservations and Sales Assistant
- Assistant Adventure Tourism Coordinator
- Front Office Operator
- Tourism Entrepreneur

### QUALIFICATION AWARD AND CERTIFICATION

Minimum standards of achievement for the award of the qualification

A candidate is required to achieve the stipulated 120 credits inclusive of the 11 credits for fundamentals and 109 credits for core components.

#### Certification

Learners meeting prescribed requirements will be awarded a Certificate.

### SUMMARY OF REGIONAL AND INTERNATIONAL COMPARABILITY

#### Benchmarked with;

A comparative analysis was carried between the developed qualification titled Certificate V in Tourism Operation and three other benchmark qualifications being New Zealand Diploma in Tourism and Travel offered at Southern Institute of Technology (New Zealand), Certificate in Tourism and Travel Management at Equip Africa Institute (Kenya), and Higher Certificate in Tourism Management offered at University of South Africa (UNISA) in South Africa

#### Similarities

The similarities are as follows:

The titles of these qualifications are similar as they address the discipline of tourism. Benchmarked qualifications (except from the Southern Institute of Technology) have management in their titles which is part of business operation. The qualification frameworks are all at NCQF level 5 equivalent and credits values of these qualifications are 120, therefore making them similar.

Exit outcomes of these qualifications are that upon completion the graduate will be able to supervise most areas of operation in the tourism industry. These qualifications are composed of fundamentals modules, except the Equip Africa Institute qualification which are the backbone 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 with the developed one.

Assessments strategies are carried out in a similar way being projects and portfolios as well as written tests and examinations. Equip Africa Institute and University of South Africa qualifications consider success in both formative and summative assessments to award a certificate. The graduate is awarded certificate upon completion with evidence of a minimum of 120 credits in accordance with the qualification specification. These findings make the developed qualifications similar to qualifications benchmarked with.

The employment pathways are supervisory positions in the tourism industry at this level which needs minimum supervision. These include Tourism Promotion Assistants, Reservation and Sales Assistants and Front Office Operations illustrated in all benchmarked qualifications

### **Differences**

Differences are as follows:

What sets the developed qualification apart from the one benchmarked is that New Zealand Diploma in Tourism and Travel from Southern Institute of Technology in New Zealand allows one to enrol as a full-time or a part-time student. In addition, employment pathways of this institution's qualification extend to a wide range of positions in other aspects of tourism for example being an advisor.

### **REVIEW PERIOD**

This qualification shall be reviewed every 5 years.



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

### For Official Use Only:

<b>CODE (ID)</b>			
<b>REGISTRATION STATUS</b>	<b>BQA DECISION NO.</b>	<b>REGISTRATION START DATE</b>	<b>REGISTRATION END DATE</b>
<b>LAST DATE FOR ENROLMENT</b>		<b>LAST DATE FOR ACHIEVEMENT</b>	

**BOTSWANA**  
Qualifications Authority