

BQA NCQF QUALIFICATION TEMPLATE

SECTION A: QUALIFICATION DETAILS															
QUALIFICATION DEVELOPER (S)			Madirelo Training and Testing Centre												
TITLE		Certificate III in Hospitality Operations						NCQF LEVEL			3				
STRANDS (where applicable)		N/A													
FIELD		Services						CREDIT VALUE			120				
SUB FIELD		Personal Services													
New Qualification				Legacy Qualification				Renewal Qualification			✓				
								Registration Code			Q164				
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

The reviewed qualification, Certificate III in Hospitality Operations, is informed by Human Resource Development Council (HRDC) report of (March 2025), Top Occupation demand in Botswana, continues to identify the growing needs for accommodation and food services personnel. Hospitality and Tourism sectors have been identified as the main economic diversification sector, citizen empowerment, and employment creation.

The report by 6Wresearch (Botswana Luxury Hotels Market 2025–2031), states that the hospitality market in Botswana includes; Accommodation (hotels, lodges, resorts), Food & beverage Travel & tourism services, Event management (MICE, weddings, conferences).

The market is also segmented by, technology adoption such as (AI systems, online booking, smart rooms, VR/AR) end users for (tourists, business travellers, corporates, restaurants) The report also states that **Growth outlook (2025–2031)**, of which the market is expected to grow steadily driven by, Tourism recovery post-COVID, infrastructure and hotel investments and rising international arrivals mainly from Europe & North America.

This shows the industry is diversifying beyond just hotels into experiences and tech-enabled services.

Certificate III in Hospitality Operations is therefore reviewed, to produce graduates with strong foundation for employment, self-employment, and progression to higher qualifications in hospitality sector, while contributing to socio-economic development goals and the advancement of TVET.

PURPOSE:

The purpose of the qualification is to produce graduates with basic operational and theoretical knowledge, skills and competence to:

1. Provide professional reception and customer service, to ensure seamless service delivery in hospitality operations.
2. Perform housekeeping and cleaning operations, in various hospitality sections, to maintain a safe, clean, and welcoming environment.
3. Prepare, and serve meals to customers, according to hospitality standards.

4. Apply communication principles and computer concepts to support effective task execution and problem-solving in the workplace.

MINIMUM ENTRY REQUIREMENTS (including access and inclusion)

Certificate II, NCQF Level 2 or equivalent.

There shall be access in inclusion through Credit Accumulation Transfer and Recognition Prior Learning, in line with ETP policies.

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SECTION B		QUALIFICATION SPECIFICATION
GRADUATE PROFILE (LEARNING OUTCOMES)		ASSESSMENT CRITERIA
1. Provide good customer service and reception for guest's check-in, reservations, and inquiries, in accordance with hospitality protocols and standards.		1.1 Respond accurately to guest inquiries regarding hotel services, facilities, and local information. 1.2 Welcome guests with professionalism, courtesy, and appropriate non-verbal cues. 1.3 Perform check in and check out services according to standards. 1.4 Handle guest feedback and complaints correctly, applying problem-solving strategies to resolve issues.
2. Apply occupational health, safety, and hygiene practices consistently to minimize risks and maintain compliance to hospitality industry regulations.		2.1 Identify workplace hazards and apply risk control measures to maintain a safe working environment. 2.2 Use personal protective equipment (PPE) correctly to prevent injuries and ensure compliance with safety regulations. 2.3 Follow safe operating procedures for tools and machinery to reduce workplace accidents and equipment damage. 2.4 Maintain a clean and safe workplace environment to support productivity and environmental compliance.
3. Maintain guest rooms and public areas to ensure a clean, safe, and welcoming environment that reflects organizational quality standards.		3.1 Handle cleaning tools, equipment and chemicals safely during housekeeping operations. 3.2 Perform housekeeping services to hospitality facilities for guest comfort, safety and

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	satisfaction. 3.3 Prepare and supply guest provisions to meet rooms requirements. 3.4 Complete housekeeping record sheet to track daily activities
4. Prepare meals for customers, according to hospitality guidelines on food preparation, presentation, and dietary considerations.	4.1 Prepare ingredients for various dishes in hospitality environments. 4.2 Use different kitchen tools and equipment to support meal preparations. 4.3 Prepare various cuisine dishes, according to food preparation standards and customer preference. 4.4 Present meals effectively to align with professional hospitality standards.
5. Manage customer meals and beverage orders to serve according to preference and standards.	5.1 Apply health and safety protocols to prepare sitting and dining areas. 5.2 Provide menu guidance, take orders and process orders effectively, to avoid errors. 5.3 Serve meals according and maintain service etiquette for customer satisfaction. 5.4 Handle customer feedback to strengthen teamwork between service staff and kitchen staff.
6. Apply basic mathematical principles to solve simple hospitality operational tasks.	6.1 Apply basic arithmetic to calculate quantities of consumables in compliance with operational requirements. 6.2 Convert measurements between metric and imperial units, aligning with hospitality recipes, equipment specifications, and industry standards. 6.3 Use mathematical formulas to determine areas and volumes for operational in accordance with operational specifications.

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	6.4 Apply geometric and trigonometric principles to calculate angles, distances, and dimensions for hospitality operational tasks in compliance with operational requirements. 6.5 Apply proportions, ratios, and scaling techniques for hospitality operations.
7. Apply effective workplace communication skills to support professional interactions and technical operations within the instrumentation and control environment.	7.1 Communicate technical information clearly and accurately using appropriate verbal, written, and digital communication methods. 7.2 Prepare workplace correspondence, reports, and technical documents in accordance with organizational requirements. 7.3 Deliver presentations and share information effectively with colleagues, supervisors, and other stakeholders. 7.4 Interpret and respond appropriately to workplace instructions, enquiries, feedback, and technical information. 7.5 Demonstrate professionalism and effective interpersonal skills when interacting in workplace settings.
8. Demonstrate the use of computer concepts, ICT tools, and digital applications to perform and manage workplace tasks effectively.	8.1 Use basic computer concepts to perform technical and professional tasks 8.2 Use ethical and safe practices in the use of ICT to ensure digital activities are secure. 8.3 Produce documents using ICT applications in compliance with organizational standards. 8.4 Communicate using digital technologies to share information, collaborate, and connect effectively.

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SECTION C	QUALIFICATION STRUCTURE				
COMPONENT	TITLE	Credits Per Relevant NCQF Level			Total Credits
		Level [3]	Level [4]	Level [5]	
FUNDAMENTAL COMPONENT Subjects/ Courses/ Modules/Units	Communication Skills.	10			10
	Computer Skills	10			10
CORE COMPONENT Subjects/Courses/ Modules/Units	Front Office and Customer Service	20			20
	Workplace Safety and Hygiene	10			10
	Housekeeping Operations	20			20
	Food Preparation	30			30
	Food and Beverage Services	10			10
	Basic Mathematical Principles	10			10
STRANDS/ SPECIALIZATION	Subjects/ Modules/Units Courses/	Credits Per Relevant NCQF Level			
		Level [3]	Level [4]	Level [5]	
Electives	N/A				

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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 3	120
TOTAL CREDITS	120

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.

- The Fundamental Component consists of **20 credits** all of which are compulsory.
- The Core Component consists of **100 credits** all of which are compulsory.

ASSESSMENT ARRANGEMENTS

Assessment shall be conducted by persons registered with Botswana Qualifications Authority (BQA) as assessors preferably with a qualification higher than Certificate III Hospitality Operations or related in line with ETP assessment policies.

The weightings for the assessment will be as follows:

a) Formative assessment

The weighting of formative assessment is 60%.

b) Summative Assessment

The weighting of summative assessment is 40%.

MODERATION ARRANGEMENTS

Moderation shall be conducted by persons registered with Botswana Qualifications Authority (BQA) as moderators preferably with a qualification higher than Certificate III in Hospitality Operations or related in, line with ETP moderation policies.

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 ETP 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.

Learners may progress horizontally to:

- Certificate III in Culinary Arts
- Certificate III in Housekeeping Operations
- Certificate III in Front Office Operations

- Certificate III in Food and Beverage Services
- Certificate III in Customer Care

Learners may progress vertically to:

- Certificate IV in Culinary Arts
- Certificate IV in Housekeeping Operations
- Certificate IV in Front Office Operations
- Certificate IV in Food and Beverage services
- Certificate IV in Customer Care

EMPLOYMENT PATHWAYS

Graduates of this qualification may be employed as:

- Assistant Chef
- House Keeping Assistant
- Front Desk Officer
- Waiter/hostess/host
- Assistant bar tender

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 inclusive of 20 credits for fundamentals, 100 credits for core units, to be awarded the qualification.

Certification

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

SUMMARY OF REGIONAL AND INTERNATIONAL COMPARABILITY

Regional Benchmark

National Certificate (Vocational) in Hospitality- South Africa

International Benchmark

Certificate in Hospitality - New Zealand

Title

The titles for the reviewed and benchmarked qualifications are similar, as titles have similar name of hospitality. The difference is that the reviewed qualification has a component of Operations in the title.

Level

The NQF levels for both reviewed and benchmarked qualifications are similar at level 3.

Credit

The credit levels for benchmarked qualifications falls within the same range that makes them similar. However, the difference observed credit for reviewed qualification which is at 120. This is due to domains to cover.

Main exit Outcomes

Graduates for both reviewed and benchmarked qualifications exit with the same level of competence in hospitality operations and service delivery.

Domains/Modules

The reviewed qualification and benchmarked qualifications all covers similar modules in fundamental and core components. The difference is that the reviewed qualification does not have electives component.

Assessment strategies and Weightings

The reviewed and benchmarked qualification assessment strategies and weightings are similar.

Qualification rules and minimum Standards

Qualification is awarded in completion of all modules for reviewed and benchmarked qualification which makes it similar.

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Comparability and Articulation of the Proposed Qualification

Graduates from reviewed and benchmarked qualifications all progress vertically to level 4 of the same qualifications and related fields such as culinary arts and tourism, which makes articulation similar.

Employment pathways for both the reviewed and benchmarked qualifications are similar as it produces, competent semi-skilled artisans who are employed in hotels and restaurants as hotel receptionists, assistant chefs, Housekeeping/cleaners and waiters/waitresses.

The reviewed qualification therefore compares well and produces competent semi-skilled artisans, who meet regional and international skills demands in the hospitality industry.

REVIEW PERIOD

The qualification will be reviewed every five (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	