

	BQA NCQF QUALIFICATION TEMPLATE	Document No.	DNCQF.P01.GD02
		Issue No.	01
		Effective Date	01.08.2022

SECTION A: QUALIFICATION DETAILS													
QUALIFICATION DEVELOPER (S)		MINISTRY OF EDUCATION AND SKILLS DEVELOPMENT											
TITLE	CERTIFICATE IV IN TOURISM OPERATIONS										NCQF LEVEL	4	
STRANDS (where applicable)	N/A												
FIELD	SERVICES			SUB-FIELD			PERSONAL SERVICES			CREDIT VALUE	60		
New Qualification							✓		Legacy Qualification				
SUB-FRAMEWORK		General Education			TVET		✓		Higher Education				
QUALIFICATION TYPE	Certificate	I	II	III	IV	✓ V	Diplo ma		Bachel or				
	Bachelor Honours			Post Graduate Certificate				Post Graduate Diploma					
	Masters					Doctorate/ PhD							
RATIONALE AND PURPOSE OF THE QUALIFICATION													
RATIONALE 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. Through a planned and careful development of human capital, the ETSSP seeks to re-focus our education and training towards fulfilment of social and economic aspirations identified in our Revised National Policy on Education (RNPE) 1994, the National Development Plan, Vision 2036 and as well as the Millennium Development Goals. 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. In line with this strategic goal the 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.													

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The Human Resource Development Council, 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. These plans will further identify demands in the market and guide training institutions on priority skills in an effort to produce market ready graduates. Tourism Operations is one of the sectors identified (HRDC).

The Department of Skills Development in its consultation with stakeholders (for Curriculum Development in November 2019) came to acknowledge that one major constraint to the development of Tourism operation is the quality-of-service delivery; service personnel is generally friendly, but a lack in professional performance is obvious.

Service skills are poor in almost all areas e.g., service, supervisory, and management because citizens generally have low or no qualifications in the field. This therefore necessitated the development of a new curriculum that will close all the identified gaps and help effectively develop the human resource in the Tourism industry.

In the Department of Skills Development's consultation, the industry made recommendations that the programmes delivered in their institutions should match the industry needs to avoid skills mismatch. The industry players indicated that the following modules should be included in the tourism programme to effectively close the gaps, stock control, reservations, bush butlership, basic tour guiding, entrepreneurship, ICT and communications. These could be spread across the levels so as to equip learners with the right competence for the industry.

PURPOSE: (itemise exit level outcomes)

The purpose of the qualification is to produce artisans with competence to perform a range of functions including:

- use of ICT, craft related calculations,
- Establishment of Tourism operations in accordance with recognized codes of practice and relevant legislation
- Planning itineraries,
- Preparing quotes,
- Developing and maintaining relationships with clients and tourism products principals
- Providing excellent customer service
- Preparing bookings for customers,
- Performing check –ins and check-outs procedures,
- Answering telephones correctly
- Providing service according to Tourism standards

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Holders of this qualification will be able to perform routine work under supervision and take some responsibility for own learning and completion of work.

MINIMUM ENTRY REQUIREMENTS (including access and inclusion)

- Minimum entry requirements**

The minimum entry requirement into Certificate IV in Tourism Operations is NCQF Level IV Certificate or equivalent.

- Recognition of Prior Learning (RPL) and Credit Accumulation Transfer (CAT)**

Applicants who do not meet the above criteria but possess relevant industry experience may be considered through Recognition of Prior Learning (RPL) and Credit Accumulation Transfer (CAT) policies for access. This consideration will be done following guidelines of the ETP's policies which are aligned with National RPL and CAT.

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SECTION B QUALIFICATION SPECIFICATION	
GRADUATE PROFILE (LEARNING OUTCOMES)	ASSESSMENT CRITERIA
Demonstrate awareness of the basic entrepreneurial concepts associated with Business establishment in Botswana	• Relate the basic entrepreneurial concepts that inform the establishment of a venture. This includes support structures or policies available for entrepreneurs in Botswana • Identify entrepreneurship/business opportunities in a field of interest making use of brainstorming and environmental scanning techniques. • Analyse the various investment strategies risks associated with your identified business.
Organize and manipulate data	• Read and analyze data from the prepared data base. • Enter and manipulate data using ICT tools. • Display data electronically through charts. • Manipulate and present information through the selection of appropriate spreadsheet tools.
Demonstrate knowledge of tour operations	• Design a tour plan. • Develop a tour plan for a destination(s) in Botswana. • Prepare and cost a tour. • Present a tailor-made tour.
Demonstrate knowledge of travel agency	• Demonstrate the role of travel agency in travel and tourism industry. • Demonstrate understanding of basic travel geography. • Manage client enquiries for information on scheduled air travel • Plan travel itineraries.
Demonstrate knowledge of basic guiding skills	• Execute the basic roles of Tour guides in Botswana. • Establish customers' requirements for a tour.

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	- Organize a tour of an attraction for a group of tourists to Botswana. - Lead a group of tourists around an attraction in accordance with the tour schedule.
Organise local field trip to various destination	- Prepare for the field trip to a tourist destination. - Demonstrate the interpersonal and self-management skills during the trip. - Evaluate amenities and attractions of the area from first-hand experience.
Apply competences relevant to the tourism industry 	- Demonstrate communication skills prior to and during work-based learning. - Perform assigned vocation and relate tasks to the required standards. - Apply effective fundamental and key Skills throughout the duration of the Work based learning program. - Adhere to the health and Safety at all times. - Apply Problem solving skills as and when problems are encountered during the work process. - Contribute effectively to teamwork initiatives within the work environment. - Evaluate the Work Based learning experience to determine its benefit and or limitations.

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SECTION C		QUALIFICATION STRUCTURE			
COMPONENT	TITLE	Credits Per Relevant NCQF Level			Total Credits
		Level [4]	Level []	Level []	
FUNDAMENTAL COMPONENT <i>Subjects/ Courses/ Modules/Units</i>	Entrepreneurship I	2			2
	ICT II	2			2
CORE COMPONENT <i>Subjects/Courses/ Modules/Units</i>	Tour Operations	6			6
	Travel Agency	6			6
	Basic Tour Guiding Skills	6			6
	Field Trip	6			6
	Work Based Learning	6			32
STRANDS/ SPECIALIZATION	<i>Subjects/ Courses/ Modules/Units</i>	Credits Per Relevant NCQF Level			Total Credits
		Level []	Level []	Level []	
1.	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
4	60
TOTAL CREDITS	60
Rules of Combination: (Please Indicate combinations for the different constituent components of the qualification)	
The qualification is made up of fundamentals and core components only. To be awarded this qualification, candidates are required to achieve a total of 60 credits for the qualification inclusive of 4 credits for Fundamental units and 56 credits for Core units.	

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ASSESSMENT ARRANGEMENTS

The qualification will encompass both formative and summative assessment, which will be designed by assessors who are BQA registered and accredited.

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

There will be internal and external moderation undertaken by moderators registered and accredited by BQA. All processes and procedures will be in line with NCQF requirements and with the national moderation policy and procedures.

RECOGNITION OF PRIOR LEARNING

Candidates with relevant prior learning, through formal and non-formal education shall be considered for award and/ or exemption through Recognition of Prior Learning (RPL). Candidates may submit evidence of prior learning and current competence and/or undergo appropriate forms of RPL assessment for the award of credits towards the qualification in accordance with the ETP RPL policy, and relevant national-level policy and legislative framework. Implementation of RPL shall also be consistent with requirements, if any, prescribed for the field or sub-field of study by relevant national, regional or international professional bodies.

CREDIT ACCUMULATION AND TRANSFER

Credit Accumulation and Transfer (CAT) will be administered in line with the national and institutional CAT policy.

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PROGRESSION PATHWAYS (LEARNING AND EMPLOYMENT)

Learning Pathways

Horizontal Articulation

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

- Certificate IV in Reservations
- Certificate IV in Travel and Tourism Operations
- Certificate IV in Selling Skills
- Certificate IV in Customer Care

Vertical Articulation

Graduates may progress to level 5 in but not limited to:

- Certificate V in Reservations
- Certificate V in Travel and Tourism Operations
- Certificate V in Customer Care
- Certificate V in Selling Skills

Employment Pathways

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

- Reservations clerk
- Porter
- Booking Service
- Travel Tour Representative
- Tourist Attractions Promoter
- Receptionist in the Tourist Industry
- Travel and Tour Consultant
- Car Rental Agent
- Tourist Information Officer
- Airline Reservations Clerk

QUALIFICATION AWARD AND CERTIFICATION

Minimum standards of achievement for the award of the qualification

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A candidate is required to achieve the stipulated total of 60 credits inclusive of the 4 fundamentals, 24 for core and 32 for Work Based learning to be awarded the qualification. Therefore, there is no provision for early exit from the qualification with compensatory award.

Certification

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

SUMMARY OF REGIONAL AND INTERNATIONAL COMPARABILITY

1. New Zealand Qualification Authority (NZQA) Certificate in Tourism level 4, worth 60 credits

This qualification seeks to develop knowledge, skills and competence in Attractions and Activities, Eco-Tourism and Maori, Special Interest Tourism, The Airline, travel and Tourism, Inbound Tourism Groups and Delivering Excellence in Customer Services. Holders of this qualification may pursue New Zealand Diploma in Tourism and Travel Level 5 which has 120 credits with modules such as Managing Visitor Experience, Principles of Tourism Introduction to Tourism and Hospitality Marketing Communication, Tourism and Hospitality Business Information System.

Employment pathways include basic positions in the Tourism industry namely consultant as a Tour Operator, consultant as a Travel Agent, Hotel Receptionist and Front desk Attendant and Reservations Attendant.

Examples of institutions offering this qualification include **New Zealand School of Hospitality, North Tec, Auckland Institute of Studies New Zealand as well as Ara Institute of Canterbury.**

2. Namibian Training Authority (NTA) National Vocational Certificate in Travel and Tourism (Level 4) with credits ranging from 79 to 89 credits.

This qualification seeks to develop knowledge, Skills and competence in:

- Customer Care
- Tourism Operations
- Front Office Operations
- Computer literacy skills

Candidates are required to achieve a minimum of 79 credits for the qualification inclusive of 6 credits for fundamental, 66 credits for core, and 7 credits for electives.

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Employment pathways include basic positions in the Tourism industry namely consultant as a Tour Operator, consultant as a Travel Agent, Hotel Receptionist and Front desk Attendant and Reservations Attendant.

Examples of institutions offering this qualification include African Hospitality and Tourism Training Centre and International Training College- Lingua.

3. Culture, Arts, Tourism and Sports - Sector Education and Training Authority (CATHSSETA SETA)

This qualification has been developed for people in the Tourism industry It brings together all aspects of tourism destinations, tourism products and customers of the Tourism industry.

Supervision in the *travel industry*. It brings together elements of investigating the importance of tourism job roles, provide excellent customer service, understand the process involved in making reservations and issuing tickets including costing as well as supervision. This qualification is applicable to all sectors, from small organizations to large-scale hotels. The qualification leads toward Higher Certificate level 5

and provides articulation with *Gaming, Travel* and other Tourism industries.

Examples of institutions offering this qualification include Africa Institute of Management and Technology (Pty) Ltd, Damelin (Pty) Ltd and Berea Technical College (Pty) Ltd.

Employment pathways include basic positions in the Tourism industry namely consultant as a Tour Operator, consultant as a Travel Agent, Hotel Receptionist and Front desk Attendant and Reservations Attendant.

This qualification generally compares well with the three qualifications above in terms of content and scope; the credits for South Africa- SAQA, Namibia- NTA and New Zealand-NZQA National Vocational Certificate in Tourism.

The similarities are as follows:

- Key Skills (Fundamental),
- Reservation Skills as they are more important for employability in the Tourism Industry.
- Exit outcomes and content
- Job and educational pathways
- Credit value with the New Zealand and South African qualifications
- Entry requirements

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- Written and Practical assessments

The differences are as follows:

- Namibian Level 4 has credits ranging from 79- 89.
- Some of the modules offered at this level are being offered at levels 3 and 5 in these countries.
- Duration of study period for this level differ from country to country.
- Qualifications for other countries have core and elective modules whereas this qualification has core and fundamentals modules.

The proposed qualification generally compares well with the qualifications studied in terms of content scope and learning hours to be achieved before assessment. The intention of this qualification is to develop skills, knowledge and competences in key skills and tourism operations.

REVIEW PERIOD

The qualification shall be reviewed every 5 years.