

<b>National Vocational Certificate in Hospitality and Tourism (Level 2) (Accommodation Services and Food and Beverage Services)</b>
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**level of qualification:** 2

**credit total:** 73-89

	Compulsory	Strand A	
		Compulsory	Elective
<b>level 1 credits:</b>	-	-	-
<b>level 2 credits:</b>	51	5	
<b>level 3 credits:</b>		9	8-10
<b>minimum totals:</b>	51	14	8

	Strand B	
	Compulsory	Elective
<b>level 1 credits:</b>	-	-
<b>level 2 credits:</b>	19	4
<b>level 3 credits:</b>	15	2
<b>minimum totals:</b>	34	2-4

**registration date:** 17 November 2012

**scheduled review date:** 2017

**body responsible for the qualification:**

Hospitality and Tourism Industry Skills Committee of the Namibia Training Authority

**other bodies whose unit standards are included in the qualification:**

None.

## 1 purpose

This qualification represents the attainment of core competencies associated with work roles in the Hospitality sector and an exploration of work roles and career options in this sector. Two Specialist Strands enable people to gain an enhanced 'taste' of career opportunities in the two principal sub categories within the sector – careers associated with accommodation services such as Housekeeping and Front Office operations and careers associate with food and beverage services such as Cookery and Food and Beverage Service.

People seeking this qualification must complete one of the Specialist Strands. Providers wishing to design programmes of learning related to this qualification could develop courses relating to either or both Strands.

This qualification has been designed on the assumption that any person embarking on training towards the requirements of the qualification has appropriate foundational competencies in literacy, numeracy and interpersonal skills as indicated, perhaps, in the Level 1 National Vocational Certificate in Vocational Education and Training Foundation. Attainment of the requirements of this level 2 qualification would likely act as confirmation that foundational competence exists.

In keeping with the competency needs of this sector and the country, training programmes linked to this qualification should include comprehensive attention to health and relationship matters associated with such things as HIV and AIDS, sexually transmitted infections, tuberculosis, and malaria. Such attention could be given in the context of training associated with Unit 42 included in this qualification.

This qualification leads towards certificate qualifications at Level 3 in each of the specialist modalities of the Hospitality sector. The Compulsory set of this qualification has also been included in those qualifications. Relevant unit standards in either of the Strands have also been included as compulsory requirements in the respective qualifications at Level 3 so as to enable credit progression.

#### **outcome for whole qualification**

Holders of this qualification are able to demonstrate the core knowledge and skills for work roles across the Hospitality industry and core work activities associated with one job roles within a sub category of the sector.

<b>Unit No.</b>	<b>Unit Standard Title</b>	<b>Level</b>	<b>Credit</b>
42	Follow workplace health, safety and hygiene procedures in a hospitality establishment	2	6
43	Prepare for and provide customer care in a hospitality establishment	2	4
44	Work with colleagues and customers in a culturally diverse hospitality environment	2	3
45	Conduct basic oral and written workplace communication in English in a hospitality establishment	2	5
47	Dispose of waste in a hospitality establishment	2	4
48	Conserve resources and report maintenance requirements in a hospitality establishment	2	3
51	Demonstrate general cleaning techniques for premises and equipment in a hospitality establishment	2	6
52	Use business communication devices in a hospitality establishment	2	6
53	Provide basic information on tourist attractions in Namibia	2	3

268	Demonstrate knowledge of the hospitality industry and related jobs and career pathways	2	5
516	Conduct basic workplace oral communication in an Asian, African or European language other than English in a hospitality establishment	2	4
1079	Implement procedures for lost and found items in a hospitality establishment	2	2

## 2 regulations for the qualification

### 2.1 summary of qualification requirements

This qualification will be awarded to people credited who have attained credits for all the unit standards listed in the Compulsory set and all the requirements of one of the two Specialist Strands.

### 2.2 detailed qualification requirements

#### Compulsory

*All the unit standards listed below are required.*

FIELD: SERVICES AND LIFE SCIENCES

Subfield: Hospitality and Tourism

Domain: Hospitality – Core Skills

### Specialist Strand A: Accommodation Services

#### Strand Compulsory

*Credits are required for all unit standards listed below.*

FIELD: SERVICES AND LIFE SCIENCES

Subfield: Hospitality and Tourism

Domain: Front Office Operations

Unit No.	Unit Standard Title	Level	Credit
54	Provide porter services in a hospitality establishment	3	4
278	Utilise basic computing skills as part of front office operations	3	5

Domain: Lodge, Camp and Guesthouse Operations

Unit No.	Unit Standard Title	Level	Credit
64	Practice environmental ethics in a hospitality establishment	2	5

**Strand Elective**

*Credit for one of the following unit standards is required.*

FIELD: SERVICES AND LIFE SCIENCES

Subfield: Hospitality and Tourism

Domain: Housekeeping Operations

Unit No.	Unit Standard Title	Level	Credit
56	Clean guest rooms, public and service areas in a hospitality establishment	3	10
290	Operate a laundry service on premise and off-premise in a hospitality establishment	3	8

**Specialist Strand B: Food and Beverages Services****Strand Compulsory**

*Credits are required for all unit standards listed below.*

FIELD: SERVICES AND LIFE SCIENCES

Subfield: Hospitality and Tourism

Domain: Commercial Cookery and Catering

Unit No.	Unit Standard Title	Level	Credit
61	Identify food items and basic ingredients in a hospitality establishment	2	5
62	Undertake pre-preparation of food items in a hospitality establishment	2	4
309	Demonstrate knowledge of common types and uses of food preparation equipment in a hospitality establishment	2	2
314	Prepare and present sandwiches in a hospitality establishment	3	6

Domain: Food and Beverage Service

Unit No.	Unit Standard Title	Level	Credit
59	Demonstrate knowledge of basic food and beverage terminology	2	2
60	Set tables in a hospitality establishment and identify, clean and store cutlery, crockery, glassware and table linen	2	6
299	Prepare and serve non-alcoholic cold drinks in a hospitality establishment	3	4

Domain: Hospitality – Core Skills

Unit No.	Unit Standard Title	Level	Credit
292	Practice food safety methods in a hospitality establishment	3	5

### Strand Elective

*Credit for one of the following unit standards is required.*

FIELD: SERVICES AND LIFE SCIENCES  
Subfield: Hospitality and Tourism  
Domain: Commercial Cookery and Catering

Unit No.	Unit Standard Title	Level	Credit
63	Clean food production areas, equipment and utensils in a hospitality establishment	2	4

Domain: Food and Beverage Service

Unit No.	Unit Standard Title	Level	Credit
305	Clean and tidy bar areas in a hospitality establishment	3	2

### 3 Credit recognition and transfer arrangements

Credits for any version of a unit standard with the same identification number will be recognised in the award of this qualification.

### 4 Special Arrangements

Providers wishing to offer training and/or assessment linked to any or all of the unit standards making up this qualification are strongly urged to seek and obtain Registration and Accreditation to do so from the relevant authorities in Namibia.

Special Arrangements may apply to the accreditation of providers offering learning pathways to and/or undertaking assessment relating to all unit standards listed in this qualification. These Special Arrangements are available from:

Namibia Qualifications Authority  
44 Bismarck St.  
Windhoek  
Namibia  
Telephone number: 061-384116  
Facsimile number: 061-384114  
Email: [info@namqa.org](mailto:info@namqa.org)

Namibia Training Authority  
 Rand Street  
 Khomasdal  
 Namibia  
 Telephone number: 061-27 9550  
 Facsimile number: 061-27 9551  
 Email [info@nta.com.na](mailto:info@nta.com.na)

## 5 Transition arrangements

### 5.1 non National Qualifications Framework transition

None.

### 5.2 National Qualifications Framework transition

This is the first version of this qualification. It will be awarded for the first time in 2012.

This qualification replaces the following qualifications registered on the NQF:

- Q0001 National Vocational Certificate in Hospitality and Tourism (Level 2) (Front Office Operations)
- Q0002 National Vocational Certificate in Hospitality and Tourism (Level 2) (Housekeeping Operations)
- Q0003 National Vocational Certificate in Hospitality and Tourism (Level 2) (Food and Beverage Service Operations)
- Q0004 National Vocational Certificate in Hospitality and Tourism (Level 2) (Food Preparation)

The above qualifications will not be awarded beyond 31 December 2013.

People currently undertaking programmes leading to any of the above qualifications may transfer their credits to this qualification at any time during 2012 and beyond. People holding any of the above qualifications will continue to have their qualifications recognised within the Hospitality and Tourism industry in terms of meeting relevant career and further learning entry and/or progression requirements.

This qualification may also replace Q0005 National Certificate in Hospitality and Tourism (Level 2) (Lodge, Camp and Guesthouse Operations) as it shares many of the unit standards listed in that qualification. The same transition arrangements above shall apply.