

	Unit ID: 268
Domain	HOSPITALITY – CORE SKILLS
Title:	Demonstrate knowledge of the hospitality industry and related jobs and career pathways
Level: 2	Credits: 5

Purpose

This unit standard specifies the competency required to apply knowledge of jobs and career pathways in the hospitality industry in establishing a career plan. People credited with this unit standard are able to: demonstrate knowledge of the structure and importance of the hospitality and tourism industry; demonstrate knowledge about job roles and career pathways in hospitality establishments; establish a career plan; source and update information on the hospitality industry; and source and apply information on legal and ethical issues relevant to work in the hospitality industry.

Special Notes

1. Entry information:
 - Prerequisite
 - none.
2. Assessment evidence may be collected from a real workplace or simulated workplace in which there is a high degree of realism that replicates a commercial workplace setting.
3. Regulations and legislation relevant to this unit standard include the following:
 - Labour Act No 11 2007 as amended
 - Regulations relating to the Health and Safety of employees at work, 1997 and all subsequent amendments to any of the above.

Quality Assurance Requirements

This unit standard and others within this subfield may be awarded by institutions which meet the accreditation requirements set by the Namibia Qualifications Authority and the Namibia Training Authority and which comply with the national assessment and moderation requirements. Details of specific accreditation requirements and the national assessment arrangements are available from the Namibia Qualifications Authority and the Namibia Training Authority. All approved unit standards, qualifications and national assessment arrangements are available on the Namibia Training Authority website www.nta.com.na

Elements and Performance Criteria

Element 1: Demonstrate knowledge of the structure and importance of the hospitality and tourism industry

Range

Key sectors in the hospitality industry may include accommodation, food and beverage, entertainment, transport or carrier, attractions, travel organisers, destination organisations, support services.

Functional areas within each of the key sectors may include but are not limited to:

- accommodation - hotels, guest houses, B&Bs, camping sites, caravan sites, apartments, chalets
- food and beverage - restaurants, pubs, bars
- entertainment - concerts, shows, nightclubs, casinos, exhibitions, trade fairs, music, theatre
- transport/carrier - air transport, sea transport, rail, coaches, car rental
- attractions - museums, arts and crafts centres, heritage sites, archaeological sites, theme parks, national parks, natural attractions
- travel organisers - tour operators, activity operators, tour wholesalers, retail travel agents, conference and other events organisers, booking agencies, incentive travel organisers
- destination organisations - national tourism offices, local tourism information offices, tourism associations
- public and private support services - national tourist organisations, regional tourist organisations, public airports and ports, catering services, courier services, tour guides, visa and passport offices, travel insurance companies, banks, travel trade publications.

Hospitality and tourism related organisations in Namibia include but are not limited to the Ministry of Environment and Tourism (MET), Namibia Tourism Board (NTB), Namibia Wildlife Resorts (NWR), Federation of Namibian Tourism Associations (FENATA), Hospitality Association of Namibia (HAN), Tour and Safari Association (TASA), Tour Guides Association of Namibia (TAN), Tourism Related Businesses in Namibia (TRENABA), Namibia Professional Hunting Association (NAPHA), Bed & Breakfast Association of Namibia (B & BAN), Car Rental Association of Namibia (CARAN), Association of Namibia Travel Agents (ANTA), regional tourism related associations and councils, hospitality and tourism training providers.

Benefits of tourism to Namibia may include but are not limited to foreign exchange earnings, employment creation, foreign investment, promotion of Namibian culture, conservation of natural environment, stimulation of Small and Medium sized Enterprises (SME) sector, improvement of international understanding of Namibia's social and economic development.

Performance Criteria

1.1 Key sectors in the hospitality and tourism industry are identified.

- 1.2 Functional areas within each of the key sectors in the hospitality and tourism industry are identified and their roles described.
- 1.3 The roles, functions and relationships between hospitality and tourism related organisations in Namibia are identified and described.
- 1.4 The significance and benefits of the hospitality industry are explained with supporting data, particularly in terms of contributions to the economy, social impact, and to employment in Namibia.
- 1.5 The reasons for promoting a positive image of Namibia to tourists and guests are explained.
- 1.6 The factors that influence tourist impressions of Namibia are identified and explained.
- 1.7 The ways to promote a positive image of Namibia are identified and demonstrated when interacting with tourists and guests.
- 1.8 Current trends in the nature of activities within the hospitality sector are explained in terms of aspects such as participation by companies, work activities, and location of work.

Element 2: Demonstrate knowledge about job roles and career pathways in hospitality establishments

Range

Roles and jobs of staff in the hospitality operations section may include roles and jobs related to storekeeping.

Roles and jobs of staff in the front office of the establishment include but are not limited to receptionist, cashier, telephonist, reservations, concierge, porter, night auditor, night porter.

Roles and jobs of staff in the housekeeping section of the establishment include but are not limited to housekeeping assistant, room attendant, laundry attendant, housekeeping supervisor, housekeeper, housekeeping manager.

Roles and jobs of staff in the food and beverage service section include but are not limited to maitre d'hotel, waitron, bartender, head bartender, bar manager, cashier, table clearer, wine waiter, bar help.

Roles and jobs of staff in the food preparation and cooking section of the establishment may include the kitchen attendant, junior chef, senior chef, head chef.

Roles and jobs of staff in sales, marketing and management may include sales manager, food and beverage manager, rooms division manager, duty manager, executive assistant manager, general manager, financial controller.

Performance Criteria

- 2.1 The job titles, key roles, training requirements and career pathways for occupations in the hospitality operations sector are identified and explained.
- 2.2 The job titles, key roles, training requirements and career pathways for occupations in the front office of the establishment are identified and explained.
- 2.3 The job titles, key roles, training requirements and career pathways for occupations in the housekeeping section of the establishment are identified and explained.
- 2.4 The job titles, key roles, training requirements and career pathways for occupations in the food and beverage service section of the establishment are identified and explained.
- 2.5 The job titles, key roles, training requirements and career pathways for occupations in the food preparation and cooking section of the establishment are identified and explained.
- 2.6 The job titles, key roles, training requirements and career pathways for occupations in the sales, marketing and management in the establishment are identified and explained.

Element 3: Establish a career plan

Range

Sources of information on career opportunities may include but are not limited to trade publications, internet, college, polytechnic, university, information materials, trade exhibitions and conventions, industry associations, hospitality establishments, industry training providers, career advisors, media, Namibia Tourism Board, NGOs.

Training and skills development options may include but are not limited to: nationally recognised qualifications offered by schools, polytechnic, universities, and training provider; in-house and industry skills upgrading courses; exchange programmes; e-learning and distance education; work experience/placement.

Performance Criteria

- 3.1 Information on career opportunities in the hospitality and tourism industry is identified, assessed and used in establishing a realistic and relevant career pathway.
- 3.2 Training and skills development options in the hospitality and tourism industry are identified, assessed and used in identifying realistic ways of activating the proposed career pathway.

Element 4: Source and update information on the hospitality industry

Range

Opportunities to update general knowledge of the hospitality and tourism industry include media sources such as radio and television news and newspapers, magazines, journals, billboards, industry circulars, internet, as well as industry associations, promotions, academic reports. Evidence of using three sources is required for assessment purposes.

Other industries may include entertainment, food production, wine production, recreation, meetings and events, retail.

Performance Criteria

- 4.1 Opportunities are identified to update general knowledge of the hospitality and tourism industry.
- 4.2 Information on different sectors of the hospitality and tourism industry, their inter-relationships and the services available in each sector is updated to enhance work performance.
- 4.3 Information on relationships between the hospitality and other industries is updated to enhance work performance.
- 4.4 Information on the roles and functions of associations and government institutions in the Hospitality and Tourism industry is updated to enhance work performance.
- 4.5 Information on environmental, economic and social issues impacting on the Hospitality and Tourism industry are identified and monitored for potential types of impact or influence.
- 4.6 Information on working conditions, career opportunities, industry expectations and quality assurance systems in the Hospitality and Tourism industry is updated to enhance work performance.
- 4.7 Updated knowledge is shared with guests and colleagues as appropriate.

Element 5: Source and apply information on legal and ethical issues relevant to work in the hospitality industry

Range

Legal issues which impact on the industry include but are not limited to the Labour Act (entitlements for holiday leave, sick leave, disciplinary actions, overtime, double time), Social Security law (maternity leave, sick and disability benefits), Workers' compensation issues (payment for treatment of work-related injuries). Evidence of identifying five legal issues is required for assessment purposes.

Ethical issues impacting on the industry may relate to confidentiality, tipping, familiarity, privacy, gifts and services free of charge, product recommendations. Evidence of the knowledge of three ethical issues is required for assessment purposes.

Performance Criteria

- 5.1 Legal and ethical issues relevant to work in the hospitality industry are identified.
- 5.2 Information on legal and ethical issues is obtained to assist effective work performance.
- 5.3 Day-to-day hospitality industry activities are conducted in line with legislative requirements, ethical standards and the establishment's Code of Conduct.

Registration Data

Subfield:	Hospitality and Tourism
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