

National Vocational Certificate in Hospitality and Tourism (Level 3) (Front Office Operations)

level of qualification: 3

credit total: 129-131

	Compulsory	Elective
level 1 credits:	-	-
level 2 credits:	51	-
level 3 credits: etc	76	2-4
minimum totals:	127	2-4

registration date: 15 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 recognises people who have the competencies required for working in front office operations in roles relating to porter services, the taking of reservations and providing reception services for guests and prospective guests in a hospitality establishment.

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 builds on the *National Vocational Certificate in Hospitality and Tourism (Level 2) with Specialist Strands in Accommodation Services and Food and Beverage Services* and offers certification for people who have chosen to pursue a career pathway relating to Front Office operations in the Hospitality and Tourism sector.

outcome for whole qualification

Holders of this qualification are able to provide front office service to guests and prospective guests for a hospitality establishment.

2 regulations for the qualification

2.1 summary of qualification requirements

This qualification will be awarded to people who have attained the credits listed in the Compulsory set and who have attained a *minimum* of 2credits from the Elective set.

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

Unit No.	Unit Standard Title	Level	Credit
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
49	Organise own work in a hospitality establishment	3	2
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
54	Provide porter services in a hospitality establishment	3	4
267	Assist colleagues and provide service to guests in a hospitality establishment	3	4
268	Demonstrate knowledge of the hospitality industry and related jobs and career pathways	2	5

269	Use English in written and oral form to perform duties in a hospitality establishment	3	6
271	Receive, store, and rotate stock and supplies and report on stocks in a hospitality establishment	3	4
282	Promote products, services and guest relations in a hospitality establishment	3	3
283	Provide information on Namibia to guests in a hospitality establishment	3	4
503	Apply first aid in a hospitality establishment	3	5
516	Conduct basic workplace oral communication in an Asian, African or European language other than English in a hospitality establishment	2	4
522	Contribute to workplace improvements in a hospitality establishment	3	5
550	Conduct routine workplace oral communication in an Asian, African or European language other than English in a hospitality establishment	3	10
1079	Implement procedures for lost and found items in a hospitality establishment	2	2

Domain: Front Office Operations

Unit No.	Unit Standard Title	Level	Credit
274	Provide communication services as part of front office operations	3	3
275	Receive and process reservations in a hospitality establishment	3	6
276	Provide reception services as part of front office operations	3	6
277	Process financial transactions as part of front office operations	3	6
278	Utilise basic computing skills as part of front office operations	3	5
279	Process, file and retrieve hard copy documents as part of front office operations	3	3

Elective

Credit for is required from the following unit standards.

FIELD: SERVICES AND LIFE SCIENCES

Subfield: Hospitality and Tourism

Domain: Front Office Operations

Unit No.	Unit Standard Title	Level	Credit
55	Provide courtesy transport for a hospitality establishment	3	4

281	Provide a lost and found and safekeeping service 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 in other Subfields and Domains. 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

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

5 transition arrangements

5.1 non National Qualifications Framework transition

None.

5.2 National Qualifications Framework transition

Version 2

This qualification was updated and issued as Version 2 in February 2012.

This version incorporates the Compulsory section of the *National Vocational Certificate in Hospitality and Tourism (Level 2) with Specialist*

Strands in Accommodation Services and Food and Beverage Services and unit standards from the Strand in Accommodation Services relevant to Front Office operations.

This version reflects changes in titles, levels and credits to unit standards arising from the Review of the Hospitality and Tourism Subfield conducted in 2011. Any version of a unit standard contained within this qualification which retains its original unit standard identification number will continue to meet the requirements of this qualification.

Version 1 of this qualification will not be awarded as from 31 December 2013. People currently working towards Version 1 of this qualification are advised to transfer their existing credit awards to this version of the qualification at any time during 2012 and beyond.

People holding the earlier version of this qualification will continue to have their qualification recognised within the Hospitality and Tourism industry in terms of meeting relevant career and further learning entry and/or progression requirements.