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| National Vocational Certificate in Hospitality and Tourism (Level 3) Food and Beverage Operations) |
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level of qualification: 3

credit total: 162-168

| | Compulsory | Elective |
|-------------------------|-------------------|-----------------|
| level 1 credits: | - | - |
| level 2 credits: | 61 | - |
| level 3 credits: | 97 | 4-10 |
| minimum totals: | 158 | 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 restaurants and/or bars 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 food and beverage service in the Hospitality and Tourism sector, perhaps as waitrons, bartenders, baristas or functions staff.

outcome for whole qualification

Holders of this qualification are able to provide food and beverage service to guests and/or customers in 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 4 credits 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 |
| 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 |

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| 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: Commercial Cookery and Catering

| Unit No. | Unit Standard Title | Level | Credit |
|----------|--|-------|--------|
| 292 | Practice food safety methods in a hospitality establishment | 3 | 5 |
| 311 | Handle, clean and maintain knives in a hospitality establishment | 3 | 4 |

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 |
| 291 | Process reservations for food and beverage service in a hospitality establishment | 3 | 4 |
| 293 | Apply food and beverage portion control in a hospitality establishment | 3 | 2 |
| 294 | Prepare and clear service areas in a hospitality establishment | 3 | 2 |
| 295 | Serve food and beverages to guests in a hospitality establishment | 3 | 10 |
| 298 | Provide responsible service of alcoholic beverages at the table in a hospitality industry | 3 | 4 |
| 299 | Prepare and serve non-alcoholic cold drinks in a hospitality industry | 3 | 4 |
| 300 | Prepare and serve espresso-based coffees and other hot beverages in a hospitality establishment | 3 | 6 |
| 303 | Operate a bar in a hospitality establishment | 3 | 8 |

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| 304 | Prepare and serve cocktails in a hospitality establishment | 3 | 5 |
| 305 | Clean and tidy bar areas in a hospitality industry | 3 | 2 |
| 307 | Develop and update food and beverage knowledge in a hospitality establishment | 3 | 3 |

Elective

A minimum of 4 credits is required from the following unit standards.

FIELD: SERVICES AND LIFE SCIENCES

Subfield: Hospitality and Tourism

Domain: Food and Beverage Service

| Unit No. | Unit Standard Title | Level | Credit |
|----------|---|-------|--------|
| 296 | Provide buffet service in a hospitality establishment | 3 | 10 |
| 297 | Provide a carvery service in a hospitality establishment | 3 | 5 |
| 301 | Provide room service in a hospitality establishment | 3 | 6 |
| 302 | Provide a take-away food and beverage service for a hospitality establishment | 3 | 4 |
| 306 | Carryout routine cellar operations in a hospitality establishment | 3 | 6 |

Domain: Housekeeping Operations

| Unit No. | Unit Standard Title | Level | Credit |
|----------|---|-------|--------|
| 508 | Organise floral and other types of displays as part of hospitality operations | 3 | 4 |

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

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 Food and Beverage Services relevant to the service of food and/or beverages.

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.