MAURITIUS QUALIFICATIONS AUTHORITY

NATIONAL CERTIFICATE

LEVEL 5

IN

HOSPITALITY MANAGEMENT

April 2017

National Certificate Level 5 in Hospitality Management

1. **Level of qualification:**   **5**

2. **Credit total**   **120**

3. **Review Date**   **August 2017**

4. **Next Review**   **August 2022**

5. **Access to qualification**

   5.1   **Entry information**

   School Certificate (SC) or any relevant qualification at National Qualifications Framework (NQF) Level 3 or 4.

   5.2   **Recognition of Prior Learning (RPL)**

   Potential candidates holding at least three (3) years relevant experience and a recognised qualification in the relevant field at National Qualification Framework (NQF) level 5 may obtain this qualification through the Recognition of Prior Learning (RPL) process.

   5.3   **Award of qualification requirements**

Compulsory
All the unit standards listed are required.

ID	Title	Level	Credit
1. Introduction to the Tourism Industry			
th/13/0001/05	Describe the sectors of the Hospitality, Travel and Tourism Industries	5	2
th/13/0002/05	Analyse the tourism industry and the links between the various sectors	5	5
2. Food and Beverages			
th/13/0003/05	Demonstrate knowledge of alcoholic and non-alcoholic liquor	5	3
th/13/0004/05	Practise food safety methods in a food business	5	3
th/13/0005/05	Supervise staff under a food safety programme	5	3
th/13/0006/05	Demonstrate knowledge of food and beverage management in a hospitality environment	5	3
3. Front Office			
th/04/0022/04	Provide office reception services	5	8
th/04/0009/04	Manage a concierge service in a commercial hospitality environment	5	6
th/04/0002/04	Provide customer service for visitors	5	6

th/13/0036/05	Manage Hotel Reservation and Booking	5	3
th/13/0037/05	Manage Billing and Cashiering Services	5	3
th/13/0038/05	Manage Property Management Software (PMS)	5	3

4. Principles and practices of management

	Accommodation management		
th/13/0007/05	Demonstrate knowledge of commercial accommodation management	5	3
th/13/0008/05	Demonstrate knowledge of hospitality facility utilisation	5	3
th/13/0009/05	Demonstrate knowledge of hospitality management control systems	5	2
	Relationship management		
th/13/0015/05	Present business information for a business purpose	5	1
th/13/0016/05	Practice good health and grooming habits	5	1
th/13/0017/05	Apply communication theory and practice	5	2
	Resort management		
th/13/0018/05	Demonstrate knowledge of resort management	5	3

5. Health and Safety

th/13/0022/05	Manage workplace management health and safety	5	3

6. Purchasing and Supply

th/13/0023/05	Demonstrate knowledge of purchasing and stores management in a hospitality environment	5	3

7. Human Resources

th/13/0024/05	Plan and implement hospitality staff rosters	5	2
th/13/0025/05	Plan and organise business meetings, and complete meeting administration	5	3

8. Sales and Marketing

th/13/0026/05	Apply marketing principles to enterprise activities	5	1
th/13/0027/05	Plan, develop, a market a visitor destination	5	3
th/13/0028/05	Demonstrate knowledge of the concepts of supply and demand in tourism	5	1
th/13/0010/05	Apply tour group leadership skills	5	3
th/13/0011/05	Formulate and establish a visitor event	5	3
th/13/0012/05	Arrange and manage a visitor event	5	3
th/13/0013/05	Arrange and mange a conference for visitors	5	3
th/13/0014/05	Integrate business administration functions and systems	5	2

th/13/0039/05	Leisure and Entertainment	5	3
9. Finance			
th/13/0029/05	Explain and make balance sheet date adjustments and incorporate them into financial statement	5	3
th/13/0030/05	Explain the conceptual basis of accounting for reporting entities	5	3
th/13/0031/05	Analyse and interpret company financial statement	5	3
th/13/0032/05	Complete accounting procedures and produce financial statement	5	3
th/13/0035/05	Apply calculations, data analysis and statistical interpretation in a business	5	3
10. Sustainable Development			
th/13/0033/05	Analyse the social, cultural , environmental and community contexts of tourism enterprises	5	3
th/13/0034/05	Demonstrate knowledge of the principles and practice of ecological tourism management	5	3
12. Foreign Language			
th/03/0007/04	Read , write and converse in a foreign language in the hospitality industry	4	3
Total			**120**

6. **Purpose**

This qualification is intended for people who wish to acquire broad knowledge and understanding of the operational divisions of this sector. The knowledge and understanding gained through attaining this qualification will provide sound preparation for entry into management-level positions within the hospitality industry, particularly in the areas of Food and Beverage Service, Accommodation, and Kitchen Production. The breadth of knowledge and practical experience acquired through this qualification will equip holders of the qualification to be valuable staff members across a range of operational divisions.