



MAURITIUS QUALIFICATIONS AUTHORITY

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NATIONAL DIPLOMA

LEVEL 6

IN

HOTEL MANAGEMENT

National Diploma Level 6 in Hotel Management

- 1. Level of qualification:** 6
- 2. Total Credits:** 240
- 3. Review date:** 03 July 2031
- 4. Access to qualification**

4.1 Entry information

Higher School Certificate (HSC) or an alternative acceptable qualification at Level 5 of the National Qualifications Framework (NQF).

4.2 Recognition of Prior Learning (RPL)

The qualification is accessible through RPL to prospective candidates possessing at least three (3) years of relevant work experience and a recognised qualification at NQF Level 5 in the field of Tourism and Hospitality.

5. Award of Unit Standards

To be awarded the qualification, learners shall:

- *successfully complete all Core Unit Standards; and*
- *successfully complete one (1) Elective Stream.*

Unit No.	Unit Standard Title	Level	Credit
Core			
01	Analyse and Apply Management Principles and Organisational Practices in Hospitality and Tourism Operations	6	5
02	Apply Advanced Business Communication Techniques in Hospitality and Tourism Contexts	6	5
03	Apply Financial Accounting Practices for Hospitality Operations	6	10
04	Evaluate Marketing Management Principles and Strategies in Hospitality and Tourism	6	10
05	Analyse the Mauritian Tourism Product and Destination Management Practices	6	10
06	Analyse Hospitality and Tourism Operational Systems and Practices	6	10
07	Apply Cost Accounting Techniques in Hospitality and Tourism Operations	6	10

08	Apply Knowledge of Human Resource Management Principles and Practices in Service Industries	6	10
09	Evaluate Sustainable Development Practices in Hospitality and Tourism Environments	6	5
10	Apply Workplace Safety, Health and Risk Management Practices	6	5
11	Apply Services Marketing Strategies in Hospitality and Tourism Organisations	6	10
12	Analyse Resort Management Operations and Service Delivery Systems	6	10
13	Apply Quality Management Systems and Standards in Hospitality Operations	6	10
14	Evaluate Facilities Operations and Maintenance Management Practices	6	10
15	Manage Front Office Operations and Guest Service Delivery	6	10
16	Manage Housekeeping Operations in Hospitality Environments	6	10
17	Develop and Coordinate Banqueting and Event Management Strategies	6	10
18	Develop and Present an Integrated Professional Portfolio	6	20
Elective 1 – Food and Beverage			
19	Analyse Bar and Cellar Operations Management Practices	6	10
20	Manage Professional Kitchen Operations in Hospitality Establishments	6	10
21	Apply Cost Control and Revenue Management Techniques in Food and Beverage Operations	6	10
22	Apply Nutritional and Dietary Principles in Hospitality Food Services	6	10
23	Develop Food and Beverage Product and Service Promotion Strategies	6	10
24	Manage Food and Beverage Operations in hospitality environment	6	20
Elective 2 – Rooms Division			
25	Manage Front Office Operations, Guest Services and Customer Experience Systems	6	15
26	Apply Revenue, Yield and Reservation Management Techniques in Rooms Division Operation	6	10
27	Manage Housekeeping Operations and Accommodation Services in Hospitality Establishments	6	15

28	Apply Property Management Systems and Digital Technologies in Rooms Division Operations	6	10
29	Coordinate Facilities, Maintenance and Accommodation Support Services	6	10
30	Supervise and Manage Rooms Division Operations and Administrative Functions	6	10
Total Credits			240

6. Purpose of Qualification:

This qualification aims to:

- provide learners with advanced knowledge, technical competencies and managerial skills in hotel and hospitality management;
- develop learners' competencies in the management and coordination of hospitality operations and service delivery systems;
- equip learners with the knowledge and skills required to manage customer experience, operational quality and organisational performance within hospitality environments;
- develop learners' understanding of the interrelationship between marketing, operations, quality assurance and human resource management in hospitality organisations;
- enhance analytical, problem-solving and decision-making skills for addressing operational and business challenges in the hospitality and tourism sector;
- equip learners with leadership and resource management competencies for the effective management of hospitality establishments; and
- prepare learners for supervisory and middle-management positions within the hospitality, tourism and related service industries.