



Maldives National Skills Development Authority



National Competency Standard for Food and Beverage Service Management

Standard Code: TOU-12L5-V1-25

Qualification Name: National Diploma in Food and Beverage Service Management

FOREWORD

The pivotal role of the Maldives National Skills Development Authority (MNSDA) in meticulously implementing and expanding Technical and Vocational Education & Training (TVET) exemplifies the steadfast commitment of the Maldives to build a skilled and resilient workforce. This commitment is evident from the strategic formulation of National Standards and the establishment of a comprehensive framework for training and certification.

Under the Higher Education and Training Act 7/2021, the MNSDA assumes an instrumental role, reflecting the government's unwavering dedication to streamlining TVET policies and procedures. This includes the establishment of a robust system for accrediting and registering both Institution Based Training (IBT) and Employer Based Training (EBT) providers. The MNSDA's active involvement in conducting the National Apprenticeship Program (NAP), National Trade Testing and Certification (NTTC), and the issuance of National Certificates reflects a comprehensive approach to ensure elevated quality standards and competency within the workforce.

The National Competency Standards (NCS) revised through the Maldives Enhancing Employability and Resilience of Youth (MEERY) project accentuates the commitment to updating and sustaining contemporary skill sets aligned precisely with industry demands. Deliberate efforts to revise existing NCS, coupled with the development of curriculum, teaching materials, resource books, and logbooks, attest to our dedication to ensuring the ongoing relevance and currency of the TVET system in the Maldives.

The active engagement of Technical Panels and Employment Sector Councils in the NCS development and approval process, coupled with alignment to the Maldives National Qualification Framework (MNQF) and accreditation by the Maldives Qualifications Authority (MQA), certifies that the TVET system not only remains highly responsive but also ensures the quality standards demanded by industries. This approach enables the system to effectively meet the diverse needs of industries and adapt to the evolving economic landscape.

The collaborative development of the National Diploma in Food and Beverage Service Management by the MNSDA, MEERY, and the Maldives Institute of Technology exemplifies the practical implementation of TVET initiatives. This training package represents a critical stride towards addressing the requisite skills while fostering opportunities to integrate sustainable economic development within the TVET framework.



Dr. Zahra Mohamed

Chief Executive Officer

Maldives National Skills Development Authority

EMPLOYMENT SECTOR COUNCILS

#	Name	Designation	Organisation
01	Aishath Ali	Director General	Ministry of Tourism
02	Uzma Abdul Latheef	Executive, Investor Services, Invest Maldives	Ministry of Economic Development & Trade
03	Ali Adam	HR Consultant	Maldives Association of Tourism Industry
04	Yazeedh Mohamed Fulhu	Apprenticeship and Talent Acquisition Manager	Four Seasons Resort Maldives
05	Zeenath Solih	Dean	Faculty of Hospitality and Tourism Studies
06	Nafiz Mohamed	Tourism Expert	
07	Zoona Naseem	Managing Director	Moodhu Bulhaa Dive Center
08	Fathimath Haula	Programme Officer	Maldives National Skills Development Authority
09			

National Occupational Standard has been endorsed by:



Zeenath Solih
Chairperson
Tourism Sector Council

Maldives National Skills Development Authority
Umar Zahir Office Building, 5th Floor,
Orchidmaa Hingun, HulhuMale', Republic of Maldives.

Date of Endorsement:30.01.2025

TECHNICAL SUPPORT

#	Name	Designation	Organisation
01			
02			

TECHNICAL PANEL MEMBERS

#	Name	Designation	Organisation
01	Ibrahim Naeem	Villa college, MNU Executive Cheff	Freelance lectuer Rihiveli Veach club
02	Ishaag Solih	Executive chef Vice President	Royal Island Resort Chefs Guild of Maldives
03	Aminath Junainath Ibrahim	lecturer	Maldives National University

VERSION	DEVELOPER	DATE	STANDARD CODE
V1	Maldives Institite of Technology	19/10/2024	TOU-12L5-V1-25

Standard Development Process

The development of the “National Diploma in Food and Beverage Service Management” Standard involved a comprehensive study of hospitality and tourism occupations in Maldivian workplaces, with a focus on tourism enterprises. Job descriptions and international occupational trends were analysed to draft an initial Occupational Standard. This draft will undergo further refinement through a Technical Panel (TP) from Maldivian workplaces, ensuring incorporation of competencies and edits. The TP will provide technical input, suggesting changes to the standard, until a final draft is agreed upon. The approved Final Draft will then be submitted to the Tourism Employment Sector Council for endorsement and validation. A brief report detailing the compilation process will accompany the Standard for the Council's review, and any recommended changes will be addressed before final endorsement.

With the endorsement from the Tourism Employment Sector Council, the finalised National Occupational Standard for Food and Beverage Service Management will be submitted to the Maldives Qualification Authority (MQA) for final approval. Upon receiving MQA approval, the standard will be officially published on the Maldives National Skills Development Authority (MNSDA) website. This publication will enable training providers in the Maldives to utilise the standard for delivering the Food and Beverage Service Management program, ensuring its widespread implementation across the country.

Description of “Food and Beverage Service Management”

The National Diploma in Food and Beverage Service Management is a comprehensive program designed to equip individuals with the skills and knowledge necessary to excel in the hospitality industry.

Through a combination of theoretical learning and practical training, graduates of this diploma program will be prepared to thrive in various roles within the dynamic and fast-paced hospitality industry in the Maldives.

Proposed Qualification Titles

Following are the recommended titles by the selected internal expert team of MIT for the National Diploma in Food and Beverage Service Management.

1. Nil-

Job opportunities upon completion of “National Diploma in Food and Beverage Service Management”

Upon successful completion of the National Diploma in Food and Beverage Service Management, students can work in the following jobs.

1. *Food and Beverage Supervisor*

KEY FOR CODING

Coding Competency Standards and Related Materials

DESCRIPTION	REPRESENTED BY
Industry Sector as per ESC (Three letters)	Construction Sector (CON) Fisheries and Agriculture (FNA) Information, Communication and Technology (ICT) Transport Sector (TRN) Tourism Sector (TOU) Social Sector (SOC) Foundation (FOU)
Standard Number - Occupation with in an industry sector	Two digits 01-99
Common Competency	CM
Core Competency	CC
Unit Number - Occupation within a Standard	Three digits 01-99
MNQF level of qualification	L1, L2, L3, L4 etc.
Version Number	V1, V2 etc.
Separator	-
Year of Last Review of standard, qualification	Two digits responding to the year of last review, example 23 for the year 2023
Qualification Code	Refers to Standard code in cover page

1. Endorsement Application for Qualification 01		
2. NATIONAL DIPLOMA IN FOOD AND BEVERAGE SERVICE MANAGEMENT		
3. Qualification code: TOU-12L5-V1-25		Total Number of Credits: 126
<p>4. Purpose of the qualification The purpose of the qualification is to equip learners with the necessary knowledge, skills, and competencies to effectively manage and ensure Food and Beverage Service within the food industry. It aims to prepare individuals for roles as Food and Beverage Service managers and supervisors, enabling them to implement and maintain robust Food and Beverage Service management systems, adhere to regulatory requirements and industry standards.</p>		
5. Regulations for the qualification		National Diploma in the occupation of Food and Beverage Service Management will be awarded to those who are competent in units 1+2+3+4+5+6+7+8+9+10+11+12+13+15+16
6. Schedule of Units		
Unit No.	Unit Title	Code
Common Competencies		
01	Apply writing and ICT skills	TOU-01-CM01-V1-24
02	Demonstrate leadership and management skills	TOU-01-CM04-V1-24
Core Competencies		
03	Develop knowledge on the fundamentals of food and beverage supervision	TOU-12-CC01-V1-25
04	Demonstrate customer service and communication skills	TOU-12-CC02-V1-25
05	Understand fundamentals of business management in food and beverage	TOU-12-CC03-V1-25
06	Manage beverage and drink service	TOU-12-CC04-V1-25
07	Develop food and beverage menu	TOU-12-CC05-V1-25
08	Manage food and beverage operations	TOU-12-CC06-V1-25
09	Coordinate service staff	TOU-12-CC07-V1-25
10	Implement food safety standards	TOU-12-CC08-V1-25
11	Execute beverage management strategies	TOU-12-CC09-V1-25
12	Organise special events and catering services	TOU-12-CC10-V1-25
13	Supervise inventory control and stock management	TOU-12-CC11-V1-25
14	Monitor hygiene and sanitation practices	TOU-12-CC12-V1-25
15	Develop staff training programs	TOU-12-CC13-V1-25
16	Apply practical skills in food and beverage service operations	TOU-12-CC14-V1-25

7. Accreditation requirements	The training provider should have a workshop or similar training facility to provide the trainees the hands-on experience related to this qualification. The qualification can be delivered in a blended mode, combining both online and in-person training.
8. Recommended sequencing of units	As appearing under the section 06

Unit Details

Unit No.	Unit Title	Code	Level	No. of credits	Credit hours	Contact hours
01	Apply writing and ICT skills	TOU-01-CM01-V1-24	V	10	100	50
02	Demonstrate leadership and management skills	TOU-01-CM04-V1-24	V	10	100	50
03	Develop knowledge on the fundamentals of food and beverage supervision	TOU-12-CC01-V1-25	V	05	50	25
04	Demonstrate customer service and communication skills	TOU-12-CC02-V1-25	V	05	50	25
05	Understand fundamentals of business management in food and beverage	TOU-12-CC03-V1-25	V	06	60	30
06	Manage beverage and drink service	TOU-12-CC04-V1-25	V	07	70	35
07	Develop food and beverage menu	TOU-12-CC05-V1-25	V	07	70	35
08	Manage food and beverage operations	TOU-12-CC06-V1-25	V	10	100	50
09	Coordinate service staff	TOU-12-CC07-V1-25	V	08	80	40
10	Implement food safety standards	TOU-12-CC08-V1-25	V	06	60	30
11	Execute beverage management strategies	TOU-12-CC09-V1-25	V	09	90	45
12	Organise special events and catering services	TOU-12-CC10-V1-25	V	07	70	35
13	Supervise inventory control and stock management	TOU-12-CC11-V1-25	V	07	70	35
14	Monitor hygiene and sanitation practices	TOU-12-CC12-V1-25	V	06	60	30
15	Develop staff training programs	TOU-12-CC13-V1-25	V	08	80	40
16	Apply practical skills in food and beverage service operations	TOU-12-CC14-V1-25	V	15	150	75
Total				126	1260	630

Packaging of National Qualifications:

National Diploma in Food and Beverage Service Management will be awarded to those who are competent in units 1+2+3+4+5+6+7+8+9+10+11+12+13+14+15+16

Qualification Code: TOU-12L5-V1-25

COMPETENCY BASED ASSESSMENT

The final assessment of the National Competency-Based Programmes conducted by the Maldives National Skills Development Authority (MNSDA) is a competency-based assessment.

The Competency-Based Assessment ensures that the students' performance meets the requirements specified in the National Competency Standards (NCS). This assessment approach is designed to verify that graduates are job-ready and meet established occupational competency requirements within their respective fields.

Eligibility for Final Assessment

To be eligible for the final Competency-Based Assessment, students must fulfil the following conditions:

- achieve a **minimum of 80%** attendance
- deemed competent in each of the units of the programme in the pre-assessment

Competency-Based Assessment Process

Upon submission of the Pre-assessment report by the training provider, MNSDA will check for all the necessary supporting documents and conduct Competency-Based Assessment through a National Assessor registered with MNSDA. It is important to note that any trainer involved in the training process is **not permitted** to conduct the assessment to maintain impartiality and integrity of the process.

The final Competency-Based Assessment conducted by MNSDA includes both:

- **Theory:** Evaluating students' knowledge and understanding of key theoretical aspects of the competency.
- **Practical:** Assessing hands-on skills and application of knowledge in real-world or simulated environments.

Once the assessment is completed, the National Assessor will send the Competency-Based Assessment Report to MNSDA.

Competency Status Requirement

For certification to be granted, the student must be officially declared "**Competent**" in each of the units of the programme by the National Assessor.

Conclusion

Competency-Based Assessment is a critical component in ensuring the quality and credibility of technical and vocational skills-based training. By adhering to the outlined procedure, MNSDA upholds the standards required to certify students who are fully prepared to meet industry demands.