National Competency Standard for Hospitality Supervision

Standard Code: TOU-15L4-V1-25

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 Certificate IV in Hospitality Supervision 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	Ali Adam	HR Consultant	Maldives Association of Tourism Industry
02	Yazeedh Mohamed Fulhu	Apprenticeship and Talent Acquisition Manager	Four Seasons Resort Maldives
03	Zeenath Solih	Dean	Faculty of Hospitality and Tourism Studies, Maldives National University
04	Nafiz Mohamed	Tourism Expert	Industry Expert
05	Zoona Naseem	Managing Director	Moodhu Bulhaa Dive Center
06	Fathmath Sharuma	Manager- Projects	Maldives Integrated Tourism Development Corporation
07	Fathimath Haula	Programme Officer	development Authority
08			
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	Ismail Shiyar	Lecturer	Maldives National University
02	Mohamed Jameel	F&B Director	Vakkaru Maldives
03	Abdulla Nihad	Lecturer	Training Maldives

VERSION	DEVELOPER	DATE	STANDARD CODE
V1	Maldives Institute of Technology	02/07/2024	TOU-15L4-V1-25

Standard Development Process

The development of the "National Certificate IV in Hospitality Supervision" Standard involved a comprehensive study of tourism & hospitality 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 Hospitality Supervision 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 Hospitality Supervision program, ensuring its widespread implementation across the country

Description of "Hospitality Supervision"

The "Hospitality Supervision" standard is meticulously designed to cultivate essential skills necessary for navigating the dynamic landscape of hospitality management. This program focuses on equipping participants with fundamental competencies crucial for overseeing and optimising operations within hotels, resorts, restaurants, and event venues. Participants will gain practical insights into core strategies and practices, emphasising the importance of innovation, strategic planning, and proactive problem-solving in ensuring smooth and efficient hospitality services.

This certification serves as a foundational cornerstone for individuals aspiring to excel in supervisory roles within the hospitality industry, providing a solid foundation in essential skills for managing diverse hospitality operations and fostering environments conducive to excellence and guest satisfaction.

Proposed Qualification Titles

Following are the recommended titles by the selected internal expert team of MIT for the National Certificate IV in Hospitality Supervision.
    1. Nil-

Job opportunities upon completion of "National Certificate IV in Hospitality Supervision"

Upon successful completion of the National certificate IV in Hospitality Supervision, students can work in the following jobs.
    1. *Operations Officer*
    2. *Hospitality 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 with in an 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 CERTIFICATE IV IN HOSPITALITY SUPERVISION		

3. Qualification code: TOU-15L4-V1-25	Total Number of Credits: 120

4. Purpose of the qualification

This qualification prepares individuals to develop supervisory skills, enhance leadership abilities, and promote adherence to industry standards and regulations. It encourages a proactive approach to problem-solving and innovation, preparing learners to address challenges and opportunities within hospitality settings. Upon successful completion, individuals are equipped to work in diverse supervisory roles across hotels, resorts, restaurants, and event venues, facilitating career advancement and contributing to high standards of service excellence within the industry.

5. Regulations for the qualification	National Certificate IV in the occupation of Hospitality Supervision 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+17+18

6. Schedule of Units

Unit No.	Unit Title	Code
Common Competencies		
01	Develop tourism industry knowledge	TOU-02-CM01-V4-24
02	Participate in sustainable work practices	TOU-15-CM01-V1-25
03	Lead and manage people	TOU-04-CM03-V3-24
04	Apply work ethics and manage diversity in the workplace	TOU-02-CM08-V4-24
05	Respond to emergency situations	TOU-01-CM05-V1-24
Core Competencies		
06	Work effectively in hospitality service	TOU-15-CC01-V1-25
07	Develop customer service experience diversely	TOU-15-CC02-V1-25
08	Practice and monitor work health and safety practices	TOU-15-CC03-V1-25
09	Understand facility management	TOU-15-CC04-V1-25
10	Understand finances within a budget	TOU-15-CC05-V1-25
11	Understand human resources process	TOU-15-CC06-V1-25
12	Understand and coordinate kitchen operations	TOU-15-CC07-V1-25
13	Participate in safe food handling practices	TOU-15-CC08-V1-25
14	Understand and purchase goods and services	TOU-15-CC09-V1-25
15	Prepare and serve food and beverage	TOU-15-CC10- V1-25
16	Supervise housekeeping operations	TOU-15-CC11-V1-25
17	Facilitate front office operations	TOU-15-CC12-V1-25

18	Apply practical skills on hospitality industry	TOU-15-CC13-V1-25
7. Accreditation requirements	The training provider must have a workshop or similar training facility to offer trainees hands-on experience relevant to this qualification. Additionally, the program industrial experience. 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	Develop tourism industry knowledge	TOU-02-CM01-V4-24	III	03	30	15
02	Participate in sustainable work practices	TOU-15-CM01-V1-25	IV	04	40	20
03	Lead and manage people	TOU-04-CM03-V3-24	IV	10	100	50
04	Apply work ethics and manage diversity in the workplace	TOU-02-CM08-V4-24	IV	15	150	75
05	Respond to emergency situations	TOU-01-CM05-V1-24	III	05	50	25
06	Work effectively in hospitality service	TOU-15-CC01-V1-25	IV	05	50	25
07	Develop customer service experience diversely	TOU-15-CC02-V1-25	IV	03	30	15
08	Practice and monitor work health and safety practices	TOU-15-CC03-V1-25	IV	03	30	15
09	Understand facility management	TOU-15-CC04-V1-25	IV	05	50	25
10	Understand finances within a budget	TOU-15-CC05-V1-25	IV	05	50	25
11	Understand human resources process	TOU-15-CC06-V1-25	IV	05	50	25
12	Understand and coordinate kitchen operations	TOU-15-CC07-V1-25	IV	08	80	40
13	Participate in safe food handling practices	TOU-15-CC08-V1-25	IV	06	60	30
14	Understand and purchase goods and services	TOU-15-CC09-V1-25	IV	07	70	35
15	Prepare and serve food and beverage	TOU-15-CC10- V1-25	IV	08	80	40
16	Supervise housekeeping operations	TOU-15-CC11-V1-25	IV	08	80	40
17	Facilitate front office operations	TOU-15-CC12-V1-25	IV	08	80	40
18	Apply practical skills on hospitality industry	TOU-15-CC13-V1-25	IV	12	120	60
Total				120	1200	600

Packaging of National Qualifications:

National certificate IV in Hospitality Supervision 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+17+18

Qualification Code: TOU-15L4-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.