



**Maldives National Skills Development Authority**



# **National Competency Standard for Front Office Services**

**Standard Code: TOU-02L4-V4-24**

**Qualification Name: National Certificate IV in Front Office Services**

## 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 Front Office Services 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	Fathmath Shifa	Director	Ministry of Tourism
02	Aishath Sajny	Consultant	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, Maldives National University
06	Nafiz Mohamed	Tourism Expert	Industry Expert
07	Zoona Naseem	Managing Director	Moodhu Bulhaa Dive Center
08	Saleela Hussain Fayaz	Assistant Director - Admin &HR	Maldives Integrated Tourism Development Corporation
09	Fathimath Haula	Programme Officer	Maldives National Skills development Authority

**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: 27.06.2024

**TECHNICAL SUPPORT**

#	Name	Designation	Organisation
01			
02			

<b>TECHNICAL PANEL MEMBERS</b>			
<b>#</b>	<b>Name</b>	<b>Designation</b>	<b>Organisation</b>
01	Fathimath Shifa	Director	Tourism Ministry
02	Ali Adam	Director of Human Resources	Universal Resorts
03	Dr. Zakkiya Moosa	Dean of Center for Research and Innovation	Avid college
04	Ibrahim Nihad	Industry Expert	Industry Expert

<b>VERSION</b>	<b>DEVELOPER</b>	<b>DATE</b>	<b>STANDARD CODE</b>
V1	Maldives Institute of Technology	29/08/2023	TOU-02L4-V4-24

## Standard Review Process

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To begin with Front Office Services occupation competencies were profiled through study of the occupations across the Maldivian workplaces aligned to the principles of "Functional Analysis", a methodology used for reviewing Competency Standards. Referred occupational profiling process compared existing competency units incorporated within the National Competency Standard of Level IV in Front Office Services program.

Draft Review of the occupational standard is then compiled and submitted to the Technical Panel (TP) organised by the Maldives National Skills Development Authority (MNSDA). The Draft Standard is then edited based on comments from TP members under the direct observation of MNSDA. With series of reviewing and editings, TP approved standard is then tabled at Employment Sector Council (ESC) meeting for endorsement.

All the Standards of MNSDA are endorsed from the ESC before being published on its website.

## Description of “Front Office Services”

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This National Competency Standard equip individuals with competencies essential for efficient and strategic front office management. Participants will delve into advanced techniques and practices, gaining insights into complex front office management.

This certification serves as an avenue for professionals seeking to enhance their expertise in front office services, providing advanced skills crucial for addressing the intricate demands of the field in the Maldives.

## Recommended changes to the existing National Certificate IV in Front Office Services Standard

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Following are the changes recommended by the selected internal expert team of MIT for the National Certificate IV in Front Officer Services Standard.

1. *Strengthen soft skills and recommended to include common modules used in the current Competency Standards of MNSDA*
2. *Introduced new units and revised existing units to align with industry standards aiming to enhance skills, align with best practices, and prepare Trainees for a comprehensive range of tasks in Front Office Services*

## Job opportunities upon completion of “National Certificate IV in Front Office Services”

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Upon successful completion of the National Certificate IV in Front Office Services, students can work in the following jobs.

1. *Front Office Supervisor*
2. *Hotel Operations Supervisor*
3. *Guest Services Supervisor*
4. *Customer Relations Coordinator*
5. *Reservations Supervisor*
6. *Front Desk 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

<b>1. Endorsement Application for Qualification 01</b>		
<b>2. NATIONAL CERTIFICATE IV IN FRONT OFFICE SERVICES</b>		
<b>3. Qualification code: TOU-02L4-V4-24</b>	<b>Total Number of Credits: 120</b>	
<b>4. Purpose of the qualification</b> This qualification will be equipped with the skills and knowledge necessary to excel in the dynamic field of hospitality and customer service. Moreover, this is designed to prepare students for a variety of roles within the front office operations of hotels, resorts, and other service-oriented establishments. The competency units integrated into this program are carefully aligned to meet the specific demands of the front office sector, ensuring that graduates are well-prepared to fulfil the responsibilities and challenges.		
<b>5. Regulations for the qualification</b>	National Certificate IV in the occupation of Front Office Services will be awarded to those who are competent in units 1+2+3+4+5+6+7+8+9+10+11	
<b>6. Schedule of Units</b>		
Unit No.	Unit Title	Code
<b>Common Competencies</b>		
01	Demonstrate leadership and team management	TOU-02-CM06-V4-24
02	Demonstrate reading, writing, speaking and listening skills	TOU-02-CM07-V4-24
03	Apply work ethics and manage diversity in the workplace	TOU-02-CM08-V4-24
<b>Core Competencies</b>		
04	Supervise financial transactions	TOU-02-CC07-V4-24
05	Carry out data entry and retrieval procedures	TOU-02-CC08-V4-24
06	Undertake training and development	TOU-02-CC09-V4-24
07	Demonstrate communication and collaboration	TOU-02-CC10-V4-24
08	Manage human resources in front office operations	TOU-02-CC11-V4-24
09	Demonstrate effective guest handling	TOU-02-CC12-V4-24
10	Promote upselling and membership	TOU-02-CC13-V4-24
11	Oversee front office operations	TOU-02-CC14-V4-24
<b>7. Accreditation requirements</b>		The training provider should have made arrangements to ensure students are provided with adequate theory and practicals for them to develop all the required knowledge and skills stipulated in the National Competency Standard.
<b>8. Recommended sequencing of units</b>		As appearing under the section 06

## Unit Details

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Unit No.	Unit Title	Code	Level	No. of credits	Credit hours	Contact hours
1	Demonstrate leadership and team management	TOU-02-CM06-V4-24	IV	8	80	40
2	Demonstrate reading, writing, speaking and listening skills	TOU-02-CM07-V4-24	IV	8	80	40
3	Apply work ethics and manage diversity in the workplace	TOU-02-CM08-V4-24	IV	15	150	75
4	Supervise financial transactions	TOU-02-CC07-V4-24	IV	08	80	40
5	Carry out data entry and retrieval procedures	TOU-02-CC08-V4-24	IV	08	80	40
6	Undertake training and development	TOU-02-CC09-V4-24	IV	13	130	65
7	Demonstrate communication and collaboration	TOU-02-CC10-V4-24	IV	13	130	65
8	Manage human resources in front office operations	TOU-02-CC11-V4-24	IV	08	80	40
9	Demonstrate effective guest handling	TOU-02-CC12-V4-24	IV	13	130	65
10	Promote upselling and membership	TOU-02-CC13-V4-24	IV	13	130	65
11	Oversee front office operations	TOU-02-CC14-V4-24	IV	13	130	65
Total				120	1200	600

### Packaging of National Qualifications:

National certificate IV in Front Office Services will be awarded to those who are competent in units 1+2+3+4+5+6+7+8+9+10+11

Qualification Code: TOU-02L4-V4-24



## 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.