



Maldives National Skills Development Authority



National Competency Standard for Food and Beverage Services

Standard Code: TOU11S18V2

Qualification Name: National Certificate IV in Food and Beverage Services
Qualification Code: TOU11SQ1L318

PREFACE

Technical and Vocational Education and Training (TVET) Authority was established with the vision to develop a TVET system in the Maldives that is demand driven, accessible, beneficiary financed and quality assured, to meet the needs of society for stability and economic growth, the needs of Enterprise for a skilled and reliable workforce, the need of young people for decent jobs and the needs of workers for continuous mastery of new technology.

TVET system in the Maldives flourished with the Employment Skills Training Project (ESTP) funded by ADB with the objective of increasing the number of Maldivians, actively participating in the labor force, employed and self-employed. The Project supported expansion of demand driven employment-oriented skills training in priority occupations and to improve the capacity to develop and deliver Competency Based Skill Training (CBST). The project supported delivery of CBST programs to satisfy employer demand-driven needs. The National Competency Standards (NCS) provide the base for this training. Currently CBST is offered for five key sectors in the Maldives: Tourism, Fisheries and Agriculture, Transport, Construction and the Social sectors. These sectors are included as priority sectors that play a vital role in the continued economic growth of the country.

The NCS are developed in consultation with Employment Sector Councils representing employers. They are designed using a consensus format endorsed by the Maldives Qualifications Authority (MQA) to maintain uniformity of approach and the consistency of content amongst occupations. This single format also simplifies benchmarking the NCS against relevant regional and international standards. NCS specify the standards of performance of a competent worker and the various contexts in which the work may take place. NCS also describes the knowledge, skills and attitudes required in a particular occupation. They provide explicit advice to assessors and employers regarding the knowledge, skills and attitudes to be demonstrated by the candidates seeking formal recognition for the competency acquired following training or through work experience. By sharing this information, all participants in the training process have the same understanding of the training required and the standard to be reached for certification. Certification also becomes portable and can be recognized by other employers and in other countries with similar standards. NCS are the foundation for the implementation of the TVET system in Maldives. They ensure that all skills, regardless of where or how they were developed can be assessed and recognized. They also form the foundation for certifying skills in the Maldives National Qualification Framework (MNQF).

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 Sector (FNA) Transport sector (TRN) Tourism Sector (TOU) Social Sector (SOC) Foundation (FOU)
Competency Standard	S
Occupation with in an industry Sector	Two digits 01-99
Unit	U
Common Competency	1
Core Competency	2
Optional/ Elective Competency	3
Assessment Resources Materials	A
Learning Resources Materials	L
Curricula	C
Qualification	Q1, Q2 etc.
MNQF level of Qualification	L1, L2 etc.
Version Number	V1, V2 etc.
Year of endorsement of standard, qualification	By two digits Example- 07

Endorsement Application for Qualification 01		
NATIONAL CERTIFICATE IV IN FOOD & BEVERAGE SERVICES		
Qualification code: TOU11SQ2L418		Total Number of Credits: 130
Purpose of the qualification The holders of this qualification are expected to work as a Waiter, mainly in a restaurant, catering firms, cafeterias, homes, specialty food outlets and will be working under the supervision of a Head Waiter		
Regulations for the qualification		National Certificate IV in Food and Beverage Services 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+19+20+21+22+23+24+25
Schedule of Units		
Unit	Unit Title	Code
1.	Observe personal and work place hygiene practices	TOU11S1U01V2
2.	Practice health, safety and security practices	TOU11S1U02V2
3.	Provide effective customer care	TOU11S1U03V2
4.	Practice effective workplace communication	TOU11S1U04V2
5.	Perform computer operations	TOU11S1U05V2
6.	Develop and upkeep industry knowledge	TOU11S1U06V2
7.	Prepare restaurant for service	TOU11S1U07V2
8.	Demonstrate knowledge of basic service utensils	TOU11S1U08V2
9.	Take food and beverage orders	TOU11S1U09V2
10.	Serve and clear food	TOU11S1U10V2
11.	Prepare non-alcoholic beverages	TOU11S2U01V2
12.	Prepare bills and process payments	TOU11S2U02V2
13.	Coordinate food and beverage services	TOU11S2U03V2
14.	Perform complex food services	TOU11S2U04V2
15.	Provide advice on food	TOU11S2U05V2
16.	Process reservation	TOU11S2U06V2
17.	Plan catering for events or functions	TOU11S2U07V2

18.	Use hyenic practices for food safety	TOU11S2U08V2
19.	Maintain work operations	TOU11S2U09V2
20.	Provide work skill instruction	TOU11S2U10V2
21.	Mentor in the workplace	TOU11S2U11V2
22.	Participate in environmentally sustainable work practices	TOU11S2U12V2
23.	Lead and manage people	TOU11S2U13V2
24.	Manage diversity in the workplace	TOU11S2U14V2
25.	Practice career professionalism	TOU11S2U15V2
Accreditation requirements		The training provider should have restaurant or similar training facility to provide the trainees the hands-on experience related to this qualification
Recommended sequencing of units		As appearing under the section 06

UNITS DETAILS

Unit No	Unit Title	Code	Level	No of credits	Credit Hours	Contact Hours
1.	Observe personal and work place hygiene practices	TOU11S1U01V2	III	3	30	15
2.	Practice health, safety and security practices	TOU11S1U02V2	III	3	30	15
3.	Provide effective customer care	TOU11S1U03V2	III	3	30	15
4.	Practice effective workplace communication	TOU11S1U04V2	III	3	30	15
5.	Perform computer operations	TOU11S1U05V2	III	3	30	15
6.	Develop and upkeep industry knowledge	TOU11S1U06V2	III	5	50	25
7.	Prepare restaurant for service	TOU11S1U07V2	III	5	50	25
8.	Demonstrate knowledge of basic service utensils	TOU11S1U08V2	III	5	50	25
9.	Take food and beverage orders	TOU11S1U09V2	III	5	50	25
10.	Serve and clear food	TOU11S1U10V2	III	5	50	25
11.	Prepare non-alcoholic beverages	TOU11S2U01V2	IV	8	80	40
12.	Prepare bills and process payments	TOU11S2U02V2	IV	8	80	40
13.	Coordinate food and beverage services	TOU11S2U03V2	IV	8	80	40
14.	Perform complex food services	TOU11S2U04V2	IV	8	80	40
15.	Provide advice on food	TOU11S2U05V2	IV	5	50	25
16.	Process reservation	TOU11S2U06V2	IV	5	50	25
17.	Plan catering for events or functions	TOU11S2U07V2	IV	8	80	40
18.	Use hyenic practices for food safety	TOU11S2U08V2	IV	5	50	25
19.	Maintain work operations	TOU11S2U09V2	IV	5	50	25
20.	Provide work skill instruction	TOU11S2U10V2	IV	5	50	25

21.	Mentor in the workplace	TOU11S2U11V2	IV	5	50	25
22.	Participate in environmentally sustainable work practices	TOU11S2U12V2	IV	5	50	25
23.	Lead and manage people	TOU11S2U13V2	IV	5	50	25
24.	Manage diversity in the workplace	TOU11S2U14V2	IV	5	50	25
25.	Practice career professionalism	TOU11S2U15V2	IV	5	50	25
TOTAL				130	1300	650

Packaging of National Qualifications:

National Certificate IV in Food and Beverage Services 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+19+20+21+22+23+24+25

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21.	Mentor in the workplace
22.	Participate in environmentally sustainable work practices
23.	Lead and manage people
24.	Manage diversity in the workplace
25.	Practice career professionalism

Description of a Food and Beverage Services

Food and Beverage Services Personnel or Waiter in the Maldivian context is a service provider in the field of Tourism & Hospitality. The Waiter is expected to work under the supervision of a Head Waiter or any other person who is a professional of the field that could provide the required guidance and supervision. The Waiter shall serve guests by taking orders, serving food, preparing tables and processing payments. An important part of the work is to make guests feel welcome and comfortable during their meal.

Competency Standard Development Process

The competencies were determined based on the analysis of the tasks expected to be performed by a Waiter in the Maldives. The task analysis was based on the existing documents prepared among the experts in the industry and on the advice of the experts in the field of Waiter training in Maldives. Competency standards used for similar type of training in other countries were also examined. Based on the task analysis, the following sector competencies were identified. They are grouped into common and core competencies. Although the lists of the competencies identified below are limited, their number will expand in time with further functional and job task analysis and introduction of newer qualifications.

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.