



REGISTERED NATIONAL QUALIFICATION

Title:	National Certificate in Front Office Management Level 4				
Version :	1	Qualification type:	Certificate	TQF level:	4
Credits :	45	TQF Registration code:	QR-04-NQ-018-03-0903-18-01		
Approval date:	9 April 2019		Next review:	9 April 2024	
Qualification developer:	Ministry of Tourism, Tonga				
Purpose:	<p>This qualification, <i>National Certificate in Front Office Management Level 4</i>, is for front office executives, front office officers, receptionists, front office managers, and other relevant staff who work at an organization’s front office to enhance customer satisfaction and experience.</p> <p>The holder of this qualification will be able to supervise services at the front line and confidently demonstrate knowledge in yield management, workplace health and safety requirements as well as, maintenance of interactions between front line staff and customers.</p> <p>The realisation of “[a] more progressive Tonga supporting a higher quality of life for all”¹, begins with enhanced customer satisfaction through effective management at the front office in our service sector (tourism and hospitality, public services, education, health, social work, media and communication, etc.).</p> <p>This qualification builds on the <i>National Certificate in Customer Service Level 3</i>.</p>				
Rationale	Tonga requires graduates of this qualification to ensure effective management of front office operations, and to support business sustainability and enhance customer satisfaction in the service sector of the growing Tonga economy. Currently there are no formal				

¹ Ministry of Finance. (2015). 2nd Tonga Strategic Development Framework 2015 – 2025. Government of Tonga

	learning programmes in Tonga specifically in Front Office Management ² , and this national qualification is therefore an attempt to fill this void.															
Outcomes Statement	<p>Graduates will be able to:</p> <ol style="list-style-type: none"> 1. Plan front office operations; 2. Supervise front office operations; 3. Demonstrate knowledge in yield management; 4. Confidently apply health and safety requirements to the workplace. 															
Qualification Components	<p>This qualification consists of the following units of competency:</p> <table border="1"> <thead> <tr> <th><i>Unit Code</i></th> <th><i>Unit Title</i></th> <th><i>Credit value</i></th> </tr> </thead> <tbody> <tr> <td>NS008-04</td> <td>Front office operations</td> <td>25</td> </tr> <tr> <td>NS009-04</td> <td>Knowledge in yield management</td> <td>10</td> </tr> <tr> <td>NS010-04</td> <td>Managing workplace security and health and safety</td> <td>5</td> </tr> <tr> <td>NS011-04</td> <td>Monitor and maintain interactions</td> <td>5</td> </tr> </tbody> </table> <p>Note: ALL of the above units must be completed successfully before the qualification is awarded.</p>	<i>Unit Code</i>	<i>Unit Title</i>	<i>Credit value</i>	NS008-04	Front office operations	25	NS009-04	Knowledge in yield management	10	NS010-04	Managing workplace security and health and safety	5	NS011-04	Monitor and maintain interactions	5
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Entry Requirements	<p>All of the following:</p> <ol style="list-style-type: none"> 1 Successfully completed <i>National Certificate in Customer Service Level 3</i> or equivalent, OR a Pass with a Grade 3 or better in <i>Tourism at Tonga National Form Seven Certificate</i>, OR at least 3 years relevant work experience in front office supervision role or management in travel, tourism or hospitality; 2 A Pass of Grade 5 or better in both <i>English</i> and <i>Tongan Studies</i> in the <i>Tonga School Certificate</i> or equivalent; and 3 Must be age 18 or older. 															
Learning Assumed to be in Place	<p>For candidates to successfully complete this qualification, it is assumed that they had acquired the following knowledge/skills at relevant levels of the <i>Tonga Qualification Framework (TQF)</i> prior to enrolling in the course of study:</p> <ul style="list-style-type: none"> • Mathematical literacy at TQF Level 1; • Communication literacy at Level 1; 															

² Tonga National Qualifications and Accreditation Board. (2018). Accredited Programmes. Retrieved on 26th April, 2018, from <http://www.tnqab.com/accredited-programme>.

	<ul style="list-style-type: none"> • ICT literacy at Level 1 (including computer, internet, mobile technology, and instructional media); • Tonga cultural awareness Level 1 (including Tongan language, protocol, etc.).
International Comparability	Most of the standards in this national qualification are comparable to those in the <i>New Zealand Certificate in Hotel Reception Level 4</i> (60 credits) in which students develop hotel reception skills to provide guests with exceptional customer service, get real-world experience with a work placement at a hotel, as well as acquire skills to maintain standard operating policies in health and safety and security.
Recognition of Prior Learning	This qualification may be achieved in part or in whole through <i>Recognition of Prior Learning (RPL)</i> , and in accordance with relevant national and institutional policies and processes. Evidence of skills and knowledge acquired must be shown before recognition can be given.
Learning Pathways	<p><u>Pathways into:</u></p> <ol style="list-style-type: none"> 1. Successful students in <i>Tourism at the Tonga National Form Seven Certificate</i>; 2. Successful students in relevant Level 3 provider-owned training programmes which have been accredited by TNQAB or any other accreditation agency recognized by TNQAB; 3. Existing travel, tourism or hospitality businesses with relevant work experience. <p><u>Pathways out:</u></p> <ol style="list-style-type: none"> 1. Existing <i>Tonga Institute of Higher Education Diploma</i> programmes: Level 5 - Tourism Management; 2. Overseas (such as New Zealand, <i>Auckland Institute of Studies (AIS)</i>), Diploma: Level 5 - Tourism Management ; and 3. Employment: Front office and customer service in the service sector, especially travel, tourism or hospitality – in Tonga and abroad.
Support for Qualification	The standards in this qualification have been formally endorsed by the <i>Tonga Ministry of Tourism</i> , the <i>Tonga Tourism Association (TTA)</i> , and <i>Industry Training Advisory Committee (ITAC)</i> for tourism, and other key stakeholders, as the Level 4 industry standards for front office management.
Accreditation Requirements	<p>Important accreditation requirements include:</p> <ol style="list-style-type: none"> 1. Teaching staff must have at least a Level 5 certificate in front office management (or a related field) plus relevant work experience; and

2. Standard physical resources:

- a. Class rooms with conventional resources such as writing boards, notice boards, student desks;
- b. Computers for staff and students;
- c. Internet access.