



REGISTERED NATIONAL QUALIFICATION

Title:	National Certificate in Food and Beverage Service Level 3				
Version :	1	Qualification type:	Certificate	TQF level:	3
Credits :	50 min	TQF Registration code:	QR-03-NQ-018-05-0903-19-01		
Approval date:	11 June 2019		Next review:	11 June 2024	
Qualification developer:	<ol style="list-style-type: none"> 1. Tonga Ministry of Tourism 2. Consultants: Dr. Semisi Taumoepeau Dr. Nick Towner Auckland Institute of Studies New Zealand 				
Purpose:	<p>The purpose of this qualification is to prepare highly skilled employees for the food and beverage sector who can work as service staff across different hospitality establishments. It covers a specialisation in one of three strands:</p> <ol style="list-style-type: none"> 1. Café and Restaurant Service; 2. Bar Service; and 3. Buffet and Cultural Service. <p>The qualification will establish standards of professional practice for service that can provide customers with confidence in a range of hospitality environments.</p> <p>Graduates of this qualification will be able to support sustainability of businesses and enhance visitor experience in the growing Tongan tourism and hospitality industry.</p>				

Rationale	<p>The food and beverage sector is very important for tourism as well as national development. With more tourists seeking authentic, transformative and memorable travel experiences when they visit our shores, quality food and beverage services are critical to improving Tonga's image as a tourist destination.</p> <p>Further, the food and beverage sector has a unique role in Tonga's national development because it is universal to both human life and health. In a food value chain, this sector coordinates with other sectors such as agriculture, hospitality, and health and safety, to provide the product and service quality that today's consumers demand.</p> <p>Thus, development in this sector is particularly important to Tonga's open and limited island economy. Graduates of this qualification will have the relevant skills and knowledge such as food service, food safety, handling payments, making bookings, menu design, serving hot and cold beverages, bar service and buffet events.</p>		
Outcomes Statement	<p>Graduates of this qualification will be able to:</p> <ol style="list-style-type: none"> 1. Apply health and safety, food safety and security practices to ensure own safety and minimise potential hazards for customers; 2. Able to communicate effectively when serving customers and behave in a professional manner with colleagues, managers and customers; and 3. Follow standard operating procedures to deal with familiar problems in a hospitality establishment. <p>And at least one of the following:</p> <ol style="list-style-type: none"> 1. Prepare and provide a whole range of espresso beverages for customers; 2. Prepare and serve food, alcoholic and non-alcoholic beverages; and 3. Prepare and maintain a buffet or cultural feast service. 		
Qualification Components	<i>Unit Code</i>	<i>Unit Title</i>	<i>Credit value</i>
Core Units			
NS012-03	Food and beverage service Health and safety	10	
NS013-03	Providing effective food and beverage service	10	
Strand 1 Café and Restaurant service			
NS014-03	Prepare and serve food and beverages in a hospitality establishment	15	
NS015-03	Prepare and present espresso beverages	15	
Strand 2 Bar service			

	NS016-03	Alcohol knowledge, compliance and responsible service of alcohol	15
	NS017-03	Provide alcoholic beverage service in a hospitality establishment	15
	Strand 3 Buffet and cultural service		
	NS018-03	Provide buffet service in a hospitality establishment	15
	NS019-03	Preparation and service of local Tongan cuisines including traditional 'Umu	15
	<p>*NOTE:</p> <ol style="list-style-type: none"> 1. A student would normally take only one strand in one term/semester of offer, to complete the (minimum) course requirements; 2. Students who wish to enrol in a second strand (or third strand) can do so in a future semester of offer. Normal unit fees will apply. 		
Entry Requirements	<p>All of the criteria below:</p> <ol style="list-style-type: none"> 1. Passed Tonga School Certificate (TSC) or equivalent or have at least 3 years relevant work experience in Hospitality; 2. Pass with a grade of 5 or better in TSC English or an equivalent examination, or IELTS 4.5; and 3. Must be 18 years of age or older. 		
Learning Assumed to be in Place	<p>Learners in this programme are assumed to have the following knowledge and/or skills:</p> <ol style="list-style-type: none"> 1. General science at TQF Level 1; 2. Mathematical literacy at TQF Level 1 3. Communication literacy at Level 1 4. ICT literacy at TQF Level 1 (including computer, internet, mobile technology, and instructional media); 5. Tonga cultural awareness TQF Level 1 (including Tongan language, protocol, etc.) 		
International Comparability	<ol style="list-style-type: none"> 1. <i>New Zealand Certificate in Food and Beverage Service (Level 3)</i> with strands in Café Service and Function Services (60 credits) – which is offered by the <i>Manukau Institute of Technology</i>. Even though the total credit for the said NZ qualification is 60, it is comparable to this Tonga National certificate in terms of: <ol style="list-style-type: none"> a. Overall purpose; b. Targeted skills and knowledge; c. Levels of complexity of targeted skills and knowledge; and d. Structure of relevant training programmes (using core plus option units). 		

	<p>2. <i>New Zealand Certificate in Food and Beverage Service (Level 3) with Barista, Café Service or Bar Services Strand (Workplace)</i>– offered by <i>Ara Institute of Canterbury</i>. Even though the total credit for the NZ qualification is only 40, it is comparable to this Tonga National certificate in terms of their:</p> <ol style="list-style-type: none"> Overall purpose Targeted skills and knowledge; Levels of complexity of targeted skills and knowledge; and Structure of relevant training programmes (using core plus option units). <p>3. <i>NZ Certificate in Food and Beverage (Café and Restaurant Services) (Level 3)</i> – <i>Eastern Institute of Technology, Hawkes Bay</i>. Even though the total credit for this NZ qualification is only 40, it is comparable to their Tonga National certificate in terms of their:</p> <ol style="list-style-type: none"> Overall purpose Targeted skills and knowledge; Levels of complexity of targeted skills and knowledge; and; Structure of relevant training programmes (but using core units plus only two option units – F&B service in a café and FB service in a bar).
Recognition of Prior Learning	<p>This qualification may be achieved in part or in whole through Recognition of Prior Learning (RPL), and in accordance with relevant national and institutional policies and processes. Evidence of skills and knowledge acquired must be sufficiently demonstrated before recognition is given;</p>
Learning Pathways	<p><u>Pathways into:</u></p> <ol style="list-style-type: none"> Forms 5 – 7 school leavers; Those with a Pass in Tourism at the Tonga National Form Seven Certificate with a career specialisation in Tourism and Hospitality; Workers in hospitality businesses with relevant work experience <p><u>Pathways out:</u></p> <ol style="list-style-type: none"> Existing local diploma programmes such as Level 5 - Tourism Management - Tonga Institute of Higher Education Overseas (New Zealand) training programmes such as Level 5 - Tourism Management - Auckland Institute of Studies Enter employment – travel, tourism or hospitality – Tonga and abroad.
Support for Qualification	<p>The standards in this qualification have been endorsed by the Tourism Industry Training Advisory Committee (ITAC) as Level 3 industry standards for food and beverage service. Both the Ministry of Tourism and Ministry of Education are supportive of this qualification.</p>

Accreditation Requirements	<p>Important accreditation requirements include:</p> <ol style="list-style-type: none"> 1. Teaching staff must have at least a Level 4 certificate in customer service (or a related field) plus relevant industry experience; and 2. Physical resources (satisfied with standard of computers and other class room resources); 3. Specialised facilities and equipment including a bar and beer tap, a commercial kitchen and coffee-making machine (or relevant arrangements have been made); 4. 'Umu-shed (constructed, clean, raised floor, well-ventilated; and complied with relevant regulations regarding the control and management of fire and smoke); 5. 'Umu-making resources - 'Umu-pit, <i>makahunu</i>, <i>Tau</i> banana plantation; <i>Fetaki</i> and <i>Lepo</i>; 6. A summary of this document (course outline) is provided to students, and must contain at least the following; <ol style="list-style-type: none"> a. Title of the qualification, TQF Level, and Total credits; b. Purpose of the qualification; c. Outcome statements; d. Component units, and name(s) of trainer/lecturer; 7. Unit of competency outlines are provided to students, and must contain at least the necessary details: <ol style="list-style-type: none"> a. Unit title, TQF Level, and Credits b. Unit Learning outcomes and performance standards; c. Assessment and moderation; d. Recommended readings/texts e. Teaching staff information including the following: <ol style="list-style-type: none"> i. Name and contact details (e.g. Office number, Telephone contact, Email address); ii. Contact hours (e.g. Lecture, tutorial, practical, student consultation, etc.). 8. Assessment and Moderation Plan/Procedures.
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