



Maldives National Skills Development Authority



National Competency Standard for Food and Beverage Services

Standard Code: TOU06V2/20

**Qualification Name: National Certificate III in Food and Beverage Services
Qualification Code: TOU06Q01L3V2/20**

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.

Recognizing the importance of developing the youth sector to enable Maldives to transition from an upper-middle-income country to high-income country, the World Bank Country Partnership Framework (CPF) proposes to finance the Maldives Enhancing Employability and Resilience of Youth (MEERY) project. As part of the MEERY project is financing for skills development and entrepreneurship in priority sectors such as tourism, ICT and construction sector MEERY continues to provide support to TVET Authority to develop National Occupational Standard, instructional materials, assessment resource book and trainees log book for the National Occupational Standard for "Food and Beverage Services". As part of the MEERY Project, TVET Authority has only undertaken to review standard which were developed in the ESTP Project to increase the economic opportunities for youth's trainees and promote equitable economic & social development in the country.

The National Competency Standards (NCS) provide the base for this training. Currently CBST is offered for six key sectors in the Maldives: Tourism, Fisheries and Agriculture, Transport, Construction, Social and the Information and Technology 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).

NCS are developed by the Technical and Vocational and Education Training Authority of Ministry of Higher Education. The NCS are endorsed by the Employment Sector Councils of the respective sectors and validated by the Maldives Qualification Authority.



Mohamed Hashim
Minister of State for Higher Education
TVET Authority



Ahmed Nisham
Director, Standard Development & Statistics
TVET Authority



TECHNICAL PANEL MEMBERS			
#	Name	Designation	Organization
01	Rahushath Ibrahim	Lecturer	Faculty of Hospitality and Tourism Studies, Maldives National University
02	Ahmed Mohamed (Afrah)	Co-founder and CEO	Coffee Lab Roasters
03	Ismail Rasheed	Operations Manager	Chefs Guild of Maldives / Huvafenfushi
04	Abdullah Salah Hassan	Freelancer	Chef's Guild of Maldives
05	Mohamed Jameel	Director of Food and Beverage	Chefs Guild of Maldives / Vakkaru Maldives
06	Ahmed Faisal	Food and Beverage Manager	Universal Resorts /Velassaru Maldives
07	Ali Farooq	Operations Manager	Universal Resorts / Kurumba Maldives
08	Mohamed Azeem	Assistant Food and Beverage Director	Dusit Thani Maldives
09	Mohamed Aalim	Director of Human Resources	Capella Hotels and Resorts
10	Ahmed Farish	Director of Human Resources	Trinitas Holdings Maldives Pvt Ltd
11	Ibrahim Zahir	-	Freelancer

VERSION	DEVELOPER	DATE	STANDARD CODE
V1	TVET Authority	2007	TOU01S07V1
V2	Maldives Institute of Technology	21 th September 2020	TOUS06V2/20

EMPLOYMENT SECTOR COUNCILS

#	Name	Designation	Organization
01	Mariyam Noordeen	President	Chef's Guilds of Maldives
02	Dr. Sham'aa Abdullah Hameed	Education and Projects Manager	Parley Maldives
03	Fathmath Shifa	Assistant Director	Ministry of Tourism
04	Ali Adam	General Manager HR	Universal Enterprise / Maldives Association of Tourism Industry
05	Zoona Naseem	Co-founder	Moodhu Bulhaa Diving Centre
06	Aishath Neesha Mohamed Shahid	Deputy Managing Director	Maldives Marketing and Public Relations Corporation
07	Zubana Ibrahim	Assistant Director	Ministry of Economic Development
08	Mamdhoo Rasheed	Director	Ministry of Youth, Sports and Community Empowerment
09	Abdulla Su'ood	President	Maldives Association of Travel Agents and Tour Operators
10	Mohamed Wafir	Gold Member	Guesthouse Association of Maldives
11	Ali Hafeez	Lecturer	Faculty of Hospitality and Tourism Studies, Maldives National University

National Occupational Standard has been endorsed by:

 Mariyam Noordeen Chairperson Tourism Employment Sector Council	 Dr. Sham'aa Abdullah Hameed Vice-Chairperson Tourism Employment Sector Council
Technical and Vocational Education and Training Authority Ministry of Higher Education Handhuvaree Hingun, M. World Dream Male', Maldives	
Date of Endorsement: 2007	Date of Revision: 21 th September 2020

Standard Development Process

To begin with, Food & Beverage Services occupations were profiled through study of the occupation across Maldivian workplaces. Referred occupational profiling process led to the development of the Draft Occupational Standard.

Referred draft occupational standard is then submitted to a team of Technical Panel (TP) selected from the Maldivian workplaces to review the Food & Beverage Service Standard. The members of the TP provided technical support by recommending changes to the Food & Beverage Service Standard through incorporation of units of competencies and editing of the already included competency units. Purpose of this process was to develop a standard that reflects authentic work practices of Food & Beverage Services across the Maldives. Technical Panel meetings continued in reviewing the Food & Beverage Service Standard until the Final Draft is developed and agreed among all the participating members.

Final Draft of Food & Beverage Service Standard is then submitted to the Tourism Employment Sector Council for endorsement and validation. A brief report on how the National Occupational Standard of Food & Beverage Service was compiled is also presented to the Tourism Employment Sector Council together with the standard. Council members ensured that the industry needs, including all the core and common competencies presented in the Food & Beverage Service standard reflect the work practices of Food & Beverage Service occupations across the Maldives. With further editing, Food & Beverage Service Standard has been endorsed by the Council.

With the endorsement from the Tourism Employment Sector Council, final document of the National Occupational Standard of Food & Beverage Service is submitted to Maldives Qualification Authority (MQA) for approval. With approval from MQA, the National Occupational Standard of Food & Beverage Service is published on TVETA website, to be used by training providers in delivering Food & Beverage Service Training programs across the Maldives.

Description of “Food and Beverage Services”

Food & Beverage Service play an important role in offering Maldivian hospitality to the guests arriving to Maldivian tourism and hospitality facilities.

Food and Beverage Service personnel are often seen as the frontline staff of expensive Maldivian resorts and it is important that they are effectively trained and skilled to ensure products sold through the restaurants and café across such enterprises remain of highest quality. With properly trained food and beverage service personnel, and with enhanced service quality, resort arrivals to the Maldivian resorts can be increased and the services offered from such enterprises can be maintained at highest quality.

Job opportunities upon completion of “National Certificate III in Food and Beverage Services”

Upon successful completion of the National Certificate III in for Food & Beverage Services, students can work in the following jobs.

1. *Waiter positions in local restaurants*
2. *Water positions in restaurants of Guest Houses and City Hotels*
3. *Waiter position in Resort restaurants*

4. *Host/Hostess*

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)
Competency Standard	S
Occupation with in an industry sector	Two digits 01-99
Unit	U
Common Competency	CR
Core Competency	CM
Optional / Elective Competency	OP
Assessment Resources Materials	A
Learning Resources Materials	L
Curricular	C
Qualification	Q1, Q2 etc.
MNQF level of qualification	L1, L2, L3, L4 etc.
Version Number	V1, V2 etc.
Year of Last Review of standard, qualification	By “/” followed by two digits responding to the year of last review, example /20 for the year 2020

1. Endorsement Application for Qualification 01		
2. NATIONAL CERTIFICATE III IN FOOD AND BEVERAGE SERVICES		
3. Qualification code: TOUS06Q01L3V2/20		Total Number of Credits: 64
4. Purpose of the qualification This qualification describes the performance outcomes, skills and knowledge required to work as waiters and service personnel at restaurants of resorts, guest houses and similar enterprises offering food services across Maldives. The holders of this qualification are expected to work as a Food and Beverage Service Personnel working under the supervision of Food Services Manager.		
5. Regulations for the qualification		National Certificate III 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
6. Schedule of Units		
Unit No	Unit Title	Code
Common Competencies		
01	Develop tourism industry knowledge	TOUCM01V2/20
02	Apply work ethics and professionalism	TOUCM02V1/20
03	Follow health, safety and security procedures	TOUCM03V2/20
04	Practice effective workplace communication	TOUCM04V2/20
05	Provide effective customer care	TOUCM05V2/20
06	Perform basic computer operations	TOUCM06V2/20
07	Provide first aid	TOUCM07V2/20
08	Respond to Fire	TOUCM08V1/20
Core Competencies		
09	Participate in safe food handling practices	TOUS06CR09V2/20
10	Apply knowledge of nutrition to food preparation	TOUS06CR10V2/20
11	Apply knowledge of cutlery, crockery and glassware	TOUS06CR11V2/20
12	Set and lay-up tables for service	TOUS06CR12V2/20
13	Prepare, carry, serve and clear food and simple beverages	TOUS06CR13V2/20
14	Take food orders	TOUS06CR14V2/20
15	Prepare and serve simple beverages	TOUS06CR15V2/20
16	Serve food and beverage	TOUS06CR16V2/20
17	Collect Payments	TOUS06CR17V2/20
7. Accreditation requirements		The training provider should place trainees in relevant industry or sector to provide trainees hands-on experience exposure related to this qualification.
8. Recommended sequencing of units		As appearing under the section 06

Units Details

#	Unit Title	Code	Level	No of Credits
01	Develop tourism industry knowledge	TOUCM01V2/20	III	03
02	Apply work ethics and professionalism	TOUCM02V1/20	III	03
03	Follow health, safety and security procedures	TOUCM03V2/20	III	03
04	Practice effective workplace communication	TOUCM04V2/20	III	04
05	Provide effective customer care	TOUCM05V2/20	III	05
06	Perform basic computer operations	TOUCM06V2/20	III	03
07	Provide first aid	TOUCM07V2/20	III	05
08	Respond to Fire	TOUCM08V1/20	III	03
09	Participate in safe food handling practices	TOUS06CR09V2/20	III	03
10	Apply knowledge of nutrition to food preparation	TOUS06CR10V2/20	III	03
11	Apply knowledge of cutlery, crockery and glassware	TOUS06CR11V2/20	III	04
12	Set and lay-up tables for service	TOUS06CR12V2/20	III	04
13	Prepare, carry, serve and clear food and simple beverages	TOUS06CR13V2/20	III	03
14	Take food orders	TOUS06CR14V2/20	III	06
15	Prepare and serve simple beverages	TOUS06CR15V2/20	III	04
16	Serve food and beverage	TOUS06CR16V2/20	III	04
17	Collect Payments	TOUS06CR17V2/20	III	04

Packaging of National Qualifications:

National Certificate III 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

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