

TESDA National Certification of Hotel and Restaurant Administration Graduates to Hospitality Industry

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ABSTRACT

This research study primarily assessed the effectiveness of national certification to hospitality industry for 2014-2015, 2015-2016 HRA graduates. The study used online questionnaire and surveys on the graduates. The respondents are the 2014-2015 HRA graduates from LPU-Batangas. Statistical tools such as weighted mean, significant and obtained p-value were used. Based on the result, most of the respondents showed that national certification works in their job by having additional job responsibilities, additional credential or a future promotion on the desired position. Respondents working abroad have more benefits for having TESDA National Certificates. However, it is recommended that the College of International Tourism and Hospitality Management may focus on the student's core competencies. A proposed plan of action was recommended.

Keywords: TESDA National Certification, Hotel and Restaurant Administration Graduates, Hospitality Industry.

INTRODUCTION

National Certificate from TESDA pushes the assessment and certification of middle-level skilled workers through the help of Philippine TVET Competency Assessment and Certification System (PTCACS). The assessment is attempting to know if the graduates or worker can execute the standards anticipated in the workplace based on the said competency standards. This certification is given to those who pass on the said qualification standard or procedures. This assures that the global competitiveness of those who took the assessment has attained the quality and productivity of the standards needed in the industry.

In pursuance of TESDA's Competency Assessment and Certification System to assess the country's average skilled workers, the national development authority issues certifications after each evaluation, by means of demonstrating his attained skills, his response to verbalized questions and inscribed examination, interview result, and anticipated work plans.

Nevertheless, LPU-Batangas assures that its students will take the lead over time for being a TESDA Accredited Assessment & Training Center. Cantos, Almendras, Cruzat, Pring and Vital (2017) said that the programs of Lyceum of the Philippines University-Batangas guarantees that their curricula are

updated and relevant to the industry's need. Also, according to Mejia, Manzano & Meñez (2014), the College of International Tourism and Hospitality Management aims to produce future hospitality practitioners that are equipped with knowledge and skills that will cater to the global need of the hospitality industry.

Lyceum of the Philippines University – Batangas offers different competency assessment that focuses on hospitality courses. One of the courses that they offer is the Hotel and Restaurant Administration wherein the students should know how competent they are in their respective field. College of International Tourism and Hospitality Management train the students for the preparation of their assigned assessment in order to achieve a high passing rate.

Graduates of Hotel and Restaurant Management take different TESDA assessment such as NCII in Housekeeping, NCII in Bartending, NCII in Front Office and NCII in Food and Beverage. These are the competency assessments that are offered in the school year 2014-2015 and school year 2015-2016. Meanwhile, Lyceum of the Philippines University Batangas offered an additional competency assessment for Hotel and Restaurant Administration students on what will suit their specific course.

HRA students and graduates who have gone through assessments such as national certifications in Housekeeping, Food and Beverage, Bartending, and Front Office are at a lost whether these assessments could be of great help in having an upper hand in getting a student's choice of profession or a preferred career in related to job placement and job security.

Based on the study of Del Mundo, Asilo, Caiga, Millando, Papio and Pradillada (2017) graduates who are currently employed are using their learned knowledge and skills from their undergraduate program. The graduates are aware of their proficiency and competency. Cantos et.al (2017) added that graduates already knew that many jobs await them due to the demand for services and the industry itself and thus taking such programs and trainings kick the standards and competencies up a notch.

HRA graduates now a days have been required to have National Certificates and it is done by the Center for Technical Education by the university and it discusses on how the graduates will be benefited and what will be their advantages if they will attain this kind of certificates.

With this, the researchers seek to determine the effectiveness of TESDA National Certification particularly to those students who graduated from the Hotel and Restaurant Administration program. The research is intended to inform the present and future HRA students to know the number of relevance of NC's and the effectiveness of national certification to the HRA graduates in order to update the College of International Tourism and Hospitality Management and Center for Technical Education Department

The beneficiary of this study is the Lyceum of the Philippines University - Batangas. The graduates of the university are the major factors why the university is going to be benefited because this TESDA national certifications certify how the schools provides standard trainings and will reflect school's effectiveness. The TESDA assessment center standardized the national certificates on how it will help and benefit the graduates of the university. On the other hand, they will know if the NC passer is effective in their job.

OBJECTIVES OF THE STUDY

This study aimed to assess the effectiveness of National Certification to Hotel Restaurant Administration Graduates.

Specifically, presented the profile of HRA Graduates in terms of age, gender, year graduated and employment status and identify the National Certification taken by HRA Graduates; determined the effectiveness of National Certification to HRA Graduates' employment in terms of staffing or job placement, promotion and job security; tested the significant difference according to profile variable and; proposed an action plan based on the result of the study.

METHODS

Research Design

The researchers used the descriptive method of research to conduct the study and acquire the necessary information in assessing the Effectiveness of National Certification to Hotel and Restaurant Administration Graduates. According to Key, descriptive research is a method in obtaining the information concerning the current status of a specific data with respect to the conditions of the situation.

Participants of the Study

The participants of the study were the graduate students with Bachelor's Degree in Hotel and Restaurant Administration graduates of the SY 2014-2015 and SY 2015-2016 with the total of 149 students.

Instrument

The study's questionnaire conducted the validation and pilot testing entitled, "TESDA National Certification of Hotel and Restaurant Administration Graduates to Hospitality Industry" and would be validated by experts. The researchers used an online survey questionnaire that is based from the recent study entitled "Effectiveness of National Certification to Culinary Arts in Kitchen Operation Graduates". The questionnaire would consist of three parts. Part one would focus on the profile of HRA graduates in terms of age, gender, and year graduated. Part two determines the National Certifications taken by HRA graduates. Part three identifies the advantage of National Certifications to HRA graduates' employment.

Procedure

The researchers used relevant sources in the library such as books, journals, and undergraduate theses. Information from online sources are used as a source for the construction of the questionnaire. The researchers got the list of graduates from the Registrar's Office that are mandatory to conduct the research survey form for the research entitled, "TESDA National Certification of Hotel and Restaurant Administration Graduates to Hospitality Industry". From there, the researcher's questionnaire approved by their research instructor and college dean. Once approved, the researchers sent out the Google Docs link of the online survey questionnaires via email and/or Facebook. Questionnaires are retrieved, encoded, tallied, and analysed after. The results are served as basis for conclusions and recommended action plan.

Data Analysis

All data are tallied, encoded, and interpreted by means of different statistical tools such as frequency distribution, weighted mean, and analysis of variance (ANOVA).

To present the profile of HRA graduates in terms of age, gender, and year graduated and to identify the National Certifications taken by HRA graduates, the researchers used frequency distribution. Weighted mean and ranking are used to determine the effect of National Certifications to HRA graduates in terms of job placement and job security. ANOVA is used to test the significant difference on the effect of National Certification to HRA graduates when grouped according to profile variable. To interpret the result of the study, the following scale are used: 3.50-4.00 Highly Effective, 2.50- 3.49 Effective, 1.50-2.49 moderately and 1.00-1.49 Not at all Effective.

Ethical Consideration

The researchers ensure that the collected data from their participants are full volunteered and free consent which is based on the Code of Ethics. Thus, the researchers would surely appreciate and value the integrity of their respondents in order to receive a positive response from them. Therefore, they would respect the opinions and ideas of the respondents and willingly accept their advice on the research topic for more valuable study.

RESULTS AND DISCUSSION

Table 1. Percentage Distribution of the Respondent's Profile

Profile Variables	Frequency	Percentage (%)
Age		
21-22	12	8.16
23-24	63	42.86
25-26	67	45.58
27-28	5	3.40
Sex		
Male	87	59.20
Female	60	40.80
Year Graduated		
2014-2015	92	62.60
2015-2016	55	37.40
Employment Status		
Employed	142	96.60
Unemployed	3	2.00
Never been employed	2	1.4
Type of Employment		
Local	107	72.80
International	40	27.20

Table 1 shows the Percentage Distribution of the Respondent's Profile according to age, sex, year graduated, employment status and type of employment. It shows that most of the participants graduated at the average age of 23 to 24 and 25 to 26 representing 42.86 percent and 45.58 percent respectively. It can also be seen here that only 5 participants graduated at an age of 27-28 which represents only 3.40 percent of the total participants.

The ages 25 to 26 attain the highest frequency of 67 and the percentage of 45.58 because they have the exact or appropriate age in that year. It is also because that after graduating high school, they pursue on studying in college level.

The lowest is age 27-28 with a frequency of 5 and a percentage of 3.40 because they are the students who have stopped schooling after they graduated High School. And maybe the other reason is that they started college at a very late time.

This table also shows a higher number of male graduates than female at 59.2 percent and 40.8 percent respectively. This is more likely because women usually end up working in an office or a more relaxing environment that does not require much physical strength and based on the enrolled students there is more male students than female students. Also, because there are more male enrollees than female.

Based on the study of personnel's service orientation and job stratification in hotels, it revealed that organizational support is more important to men because they value more structured labor and service procedures than women. Men would value and perceive more precise work procedure than women.

Also, majority of the participants represented as 62.6 percent of the participants finished their degree last School Year 2014-2015 and the remaining 37.4 percent on the following year which is the School Year 2015-2016.

Year 2014-2015 got more enrollees because in this year the work in hospitality industry is in demand, in that year there are more enrollees in Hotel and Restaurant Management. In the year 2014 the leading industry as to employment generation was restaurants and mobile food service activities with 155.6 thousand workers or 63.7 percent. Short term and other accommodation activities employed 76.2 thousand employees or 31.2 percent share. Beverage serving activities had 8.0 thousand or 3.3 percent of the total employment. (Philippine Statistics Authority, ASPBI 2014)

As can be seen in table 1, 142 respondents are currently employed, 3 are unemployed and 2 are never been employed which represents 96.6 percent, 2.0 percent and 1.4 percent of the total number of respondents respectively. It only shows that majority of them are fortunately given the chance to work and only a few numbers of the graduates are not yet earning.

According to TESDA, certificate holder graduates get a job after graduation and it is also important to know that TESDA gives them a better career and avoid mismatch. Applying at TESDA assessment can help them get a job in less than a year. 72.8 percent of them are employed here in the country while the remaining 27.2 percent respondents decided to work abroad may be because of lack of opportunities.

Here in the Philippines, there are many opportunities in the hospitality industry unlike working abroad. Some prefer to work here locally because it is easy to get a job unlike working abroad, experience is required.

Table 2. National Certification Taken

	Frequency	Percentage (%)
NCII in Housekeeping	145	98.6
NCII in Bartending	117	79.6
NCII in Front Office	128	87.1
NCII in Food and Beverage	144	98.0

Table 2 presents the National Certifications taken by the participants who took the survey. The result as illustrated in the table shows that 98.6 percent or 145 respondents took NCII in Housekeeping making it the National Certification with the highest number of Certificate Holders more likely because of the high demand in this field resulting from the growing numbers of hotels and resorts here in our country.

Many students took NCII in housekeeping. Majority of the students are enrolled in housekeeping.

On the other hand, NCII in Bartending ranks the least in terms of number of certificate holders with only 79.6 percent or 117 among the total respondents. NCII in Food and Beverage ranks second with 144 and NCII in Front office with 128 or approximately 98 percent and 87.1 percent of the total respondents respectively.

This table shows that graduates participated in this survey because they took national certification based on the availability of demands of job opportunities that is in the country. It tells that NCII in Bartending got the lowest frequency of 117 due to the reason that it is not easy to pass because of all the cocktails needed to be memorized.

Few bartenders are needed to work in the restaurant or in the bar here in the Philippines. Small bars in the country does not need too much bartender. One bartender in a small bar is already sufficient to do all the tasks that is assigned to him. National Certification in bartending is hard to pass because of all the cocktails needed to be memorized in order to pass the assessment.

Table 3. Competitiveness of TESDA Certificate Holders in Hotel and Restaurant Administration Graduates in terms of Staffing/Job Placement

Indicators	WM	VI	Rank
1. As one important factor in job positioning.	3.35	Agree	8
2. As applicant's edge during job placement.	3.41	Agree	4
3. As a corroboration of an applicant's competency.	3.37	Agree	7
4. Gives an applicant the chance of being on the priority list.	3.39	Agree	6
5. As one reason for the applicant to get his/her desire position.	3.43	Agree	3
6. As basis of the contract to be made.	3.40	Agree	5
7. As substructure in assigning additional job responsibilities.	3.48	Agree	1
8. As one qualification in hiring application.	3.46	Agree	2
9. As a scale for salary determination.	3.26	Agree	9
Composite Mean	3.39	Agree	

Legend: 3.50 – 4.00 = Strongly Agree; 2.50 – 3.49 = Agree; 1.50 – 2.49 = Disagree; 1.00 – 1.49 = Strongly Disagree

Table 3 shows the Competitiveness of TESDA Certificate Holders in Hotel and Restaurant Administration Graduates in terms of Staffing/Job Placement. The Composite Mean for this is 3.39 with a

Verbal Interpretation of Agree. It shows that the highest with a weighted mean of 3.48 is substructure in assigning additional job responsibilities while one qualification in hiring application (3.46) and one reason for the applicant to get his/her desire position (3.43) and all indicators has the verbal interpretation of “Agree”.

This shows that HR’s of the company are adding job responsibilities to the TESDA Certificate Holders. This means that they have more trust to the TESDA Certificate Holders that they can accomplish the added job responsibilities. National Certificates are not a guarantee for being competitive in Staffing and Job Placement but can be an advantage in terms of hiring. Having a National Certificates add additional job responsibilities but does not support on increasing the salary.

The lowest mean of 3.26 is a scale for salary determination, one important factor in job positioning (3.35), and the third is corroboration of and applicant’s competency (3.37), all we’re agreed by the respondents. It shows that being a TESDA Certificate Holder does not mean that their certificate is a basis for a salary increase. Most of them believed that TESDA Certificates are less likely to be used as a scale for salary determination since salaries must be determined based on the skills that the employee have, as one important factor in job positioning, and as a corroboration of an applicant’s competency.

Likewise, according to some interviewees, the salary does not change for Non-Certificate holders and Certificate holders. Still, companies prefer employees that hold a TESDA Certificate to show how competent they are. (Asilo et.al 2016)

Table 4. Competitiveness of TESDA Certificate Holders in Hotel and Restaurant Administration Graduates in terms of Promotion and Job Security

	Indicators	WM	VI	Rank
1.	The TESDA National Certificate is a basis on employee’s appraisal or reclassification	3.24	Agree	7
2.	The TESDA National Certificate is an additional credential for the employee’s future promotion	3.42	Agree	1
3.	The TESDA National Certificate is a basis for incentive and any other employee benefits	3.27	Agree	5.5
4.	The TESDA National Certificate is a reference in assigning special project to employees	3.28	Agree	4
5.	The TESDA National Certificate is an edge for job security	3.33	Agree	2.5
6.	The TESDA National Certificate is used of as a tool for promotion and regularization.	3.33	Agree	2.5
7.	The TESDA National Certificate is use for renewal of contract	3.27	Agree	5.5
Composite Mean		3.30	Agree	

Legend: 3.50 – 4.00 = Strongly Agree; 2.50 – 3.49 = Agree; 1.50 – 2.49 = Disagree; 1.00 – 1.49 = Strongly Disagree

Table 4 on the other hand shows the Competitiveness of TESDA Certificate Holders in Hotel and Restaurant Administration Graduates in terms of Promotion and Job Security. The Composite Mean for this table came out to be as 3.30. The Verbal Interpretation of all the indicators is Agree. Based from the result, as agreed by the respondents TESDA National Certificate is an additional credential for the employee’s future promotion (3.42). TESDA National Certificate is an edge for job security and TESDA National Certificate is used as a tool for promotion and regularization (3.33).

TESDA National Certification can be used in their resume to have an appropriate position accordingly to their acquired certification. With this, it helps the employee to take advantage of the taken certificate. It also helps to get promotion or placed higher position.

National Certification certifies how skilled an individual is in doing every task. It is beneficial to employment. With this, holders can achieve promotion and can easily move to a higher position than those who are not. Today, National Certification is the key for every employee’s success at work. (Job Progression 2013).

TESDA National Certificate is an edge for job security and TESDA National Certificate is used as a tool for promotion and regularization tied (3.33), while TESDA National Certificate is a reference in assigning special project to employees (3.28). TESDA National Certificate is a basis for incentive and any other employee benefits and TESDA National Certificate is used for renewal of contract (3.27), TESDA National Certificate is a basis on the employee’s appraisal or reclassification (3.24). All the respondents agreed.

It means that companies do not rely much on TESDA Certification to have a salary increase or appraisal. Salary increase depends on the position that the employee has. This shows that appraisal can be obtained through hard work in order to have higher position and salary increase.

According to some interviewees, the salary does not change for Non – Certificate holders and Certificate holders. Still, companies prefer employees with TESDA Certificate to show how competent they are. (Asilo et.al 2016)

The table shows the Competitiveness of TESDA Certificate Holders in Hotel and Restaurant Administration Graduates in terms of Importance and Benefits. The Composite Mean for this table came out to be 3.34. The Verbal Interpretation of all the indicators is Agree.

Table 5. Competitiveness of TESDA Certificate Holders in Hotel and Restaurant Administration Graduates in terms of Importance and Benefits

	Indicators	WM	VI	Rank
1.	The TESDA National Certificate is required or being asked when applying a job.	3.33	Agree	3
2.	The TESDA National Certificate helps to get a place on their desired position.	3.39	Agree	1
3.	The TESDA National Certificate places an applicant in the priority list	3.33	Agree	3
4.	The TESDA National Certificate can be a basis for the employees to be regular workers.	3.30	Agree	5
5.	The TESDA National Certificate helps to get a promotion easily.	3.33	Agree	3
Composite Mean		3.34	Agree	

Legend: 3.50 – 4.00 = Strongly Agree; 2.50 – 3.49 = Agree; 1.50 – 2.49 = Disagree; 1.00 – 1.49 = Strongly Disagree

Table 5 TESDA National Certificate helps to get a place on their desired position (3.39). TESDA National Certificate is required or being asked when applying for a job, TESDA National Certificate places an applicant in the priority list and TESDA National Certificate helps to get a promotion easily (3.33). All we’re agreed by the respondents. TESDA National Certification helps an employee to get their desired position. With this, it usually helps to show the skills and knowledge on the position they want. It is a big help because some employee can easily attain their desired position with the help of the national certificate. As an employee having the position you want before starting a job is not easy to have, but with the help of

the national certificate one can achieve it because of all the learnings and skills that they obtained in having the assessment.

The advantage of TESDA National Certificate Holders are their attitude towards work. Holders are more productive, more equipped, more credible and dedicated in their job. TESDA National Certificate provides advantages to holders in placing them to their desired position, helps with the appraisal, reclassification and validation of their competencies. (Hansen 2015, Asilo et.al 2016)

The lowest rank is TESDA National Certificate can be a basis for the employees to be regular workers (3.30). The Verbal Interpretation of all Indicators is “Agree”. Having a TESDA National Certificate is not a basis to be a regular worker. As a fresh graduate they are lucky if they had a regular job instead of a contractual job. The contractual worker, in order to be regular must show their skills and talent in the job. TESDA National Certificate is not a basis for the employees to be a regular worker. In order to be a regular worker, an employee should be responsible enough in their assigned tasks, hardworking and shows that they really enjoy their job and shows the reason why they have to be a regular employee.

Table 6. Difference of Responses on the Competitiveness of TESDA Certificate Holders in Hotel and Restaurant Administration Graduates in terms of Staffing/Job Placement

Profile Variables	F-value	p-value	Interpretation
Age	0.471	0.638	Not Significant
Sex	1.815	0.129	Not Significant
Employment Status	0.756	0.471	Not Significant
Type of Employment	2.024	0.045	Significant
Year	0.100	0.920	Not Significant

Legend: Significant at p-value < 0.05

Table 6 presents the comparison of responses on the competitiveness of TESDA certificate in terms of staffing / job placement when grouped according to profile. It was observed that there was a significant difference when grouped according to type of employment since the obtained p-value of 0.045 was less than 0.05 alpha level. This means that there was a significant difference exists and upon further observation, it was found out that respondents who are working abroad assessed the competitiveness of TESDA certificate more positively compared to the respondents based locally.

TESDA Capiz Director Dina Esmas said that it is easy for Filipinos to work abroad especially in the ASEAN countries if they have a National Certificate issued by TESDA.

Middle-level workers are guaranteed besides professionalizing them through certification and competency assessment of workers, quality and global competitiveness and productivity.

Other countries give an opportunity for the employees who holds a national certificate to work on them because it certifies how knowledgeable and skilled workers they are. National Certificate is one of the priorities that the company is looking for before hiring an employee because they ensure that the employee that they will hire is truly skilled and have enough knowledge in the industry.

Table 7. Difference of Responses on the Competitiveness of TESDA Certificate Holders in Hotel and Restaurant Administration Graduates in terms of Promotion and Job Security

Profile Variables	F-value	p-value	Interpretation
Age	0.885	0.378	Not Significant
Sex	1.752	0.142	Not Significant
Employment Status	0.921	0.400	Not Significant
Type	2.762	0.006	Significant
Year	0.668	0.505	Not Significant

Legend: Significant at p-value < 0.05

Table 7 presents the comparison of responses on the competitiveness of TESDA certificate in terms of promotion and job security when grouped according to profile. It was observed that there was a significant difference when grouped according to type of employment since the obtained p-value of 0.006 was less than 0.05 alpha level.

There was a significant difference that exists and beyond noticed, it was known that respondents who are working abroad appraised the competitiveness of TESDA certificate more positively measured to the respondents based in the hospitality industry in the Philippines.

According to Provincial Director Catherine Milagros Galapon of TESDA Bukidnon, passing a TESDA competency assessment is the first step in the journey to skills excellence which an individual can use in applying for jobs in the field that are high in demand and with good compensation. The programs of TESDA aim to sustain the awareness and acceptance of people to the assessment and certification program of TESDA while promoting industry acceptance and recognition of the value of certification to assure job qualifications and competencies of the workers (Omana, 2011).

National Certificate holders have an advantage in terms of promotion and job security internationally because they have the certification that certifies how skilled the holders are in their job. With the help of the certification, hard work and attitude towards their co-workers, promotion is at their side and it is really possible to be promoted in their work.

Table 8. Difference of Responses on the Competitiveness of TESDA Certificate Holders in Hotel and Restaurant Administration Graduates in terms of Importance and Benefits

Profile Variables	F-value	p-value	Interpretation
Age	0.779	0.437	Not Significant
Sex	1.007	0.406	Not Significant
Employment Status	0.843	0.432	Not Significant
Type	3.552	0.001	Significant
Year	0.289	0.773	Not Significant

Legend: Significant at p-value < 0.05

Table 8 presents the comparison of responses on the competitiveness of TESDA certificate in terms of importance and benefits when grouped according to profile. It was observed that there was a significant difference when grouped according to type of employment since the obtained p-value of 0.001 was less than 0.05 alpha level.

National Certification is more important abroad because it will be the basis if the employee is really a skilled worker and have enough knowledge to work in the industry. TESDA impose and testify mid-level skilled workers through Philippine TVET Competency Assessment and Certification System. Those who passed the National Certificate or Certificate of Competency can have a better paying job than their prior job. Certificate holders have more advantage to those who do not have certificate from TESDA. According to their website, 7 out of 10 certificate holder graduates get a job after graduation. It is also important to know that TESDA gives them a better career and avoid mismatch.

National Certificate is important and have benefits in working abroad because it strengthens the possibility to get hired abroad. Companies abroad give more importance on the certificate holders because it is guaranteed that the holders have enough knowledge and skills to work internationally.

Table 9. Proposed Action Plan Based on the Result of the Study

Key Result or Objectives	Strategies	Outcomes
<ul style="list-style-type: none"> • As a scale for salary determination 	<ul style="list-style-type: none"> • Recommend to work hard and have a positive attitude towards the field of industry. 	<ul style="list-style-type: none"> • Increase in salary based on their performance and attitude.
<ul style="list-style-type: none"> • The TESDA National Certificate is a basis on employee's appraisal or reclassification. 	<ul style="list-style-type: none"> • Train the students as a really skilled workers and ready on the hospitality industry. 	<ul style="list-style-type: none"> • Employees will master all job elements and help them to get a promotion and salary increase.
<ul style="list-style-type: none"> • The TESDA National Certificate can be a basis for the employees to be regular workers. 	<ul style="list-style-type: none"> • Enhance them and give all the trainings that is fitted in the field taken 	<ul style="list-style-type: none"> • Trainings will help the students to get hired as a regular employee in the applied job that is suited in the field taken.

CONCLUSIONS

Majority of the respondents are at the age of 25-26, male, from school year 2014-2015, they are employed and worked locally with NCH in housekeeping and food and beverage service. Most of the certificate holders showed that national certification works in their job by having additional job responsibilities, additional credential or future promotion and gets a place on the desired position. Graduates working abroad gained more benefits for having TESDA National Certificates. A proposed action plan was proposed based on the result of the study.

RECOMMENDATIONS

The College of International Tourism and Hospitality Management may focus on the student's core competencies. CITHM Faculty members may really be serious in the inauguration of the training regulations to the course. College of International Tourism and Hospitality Management may give enough time for the students to be trained for the assessment to attain 100 percent competent students. The proposed plan of action may be tabled for discussion and implementation.

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