

**Qualification Title: New Zealand Certificate in Hospitality (Advanced) (Level 5) with strands in Accommodation, Food and Beverage Service, Catering Services, and Quick Service Restaurants**

**Qualification number:** 2109

**Date of review:** 17 September 2018

**Final decision on consistency of the qualification: National Consistency is confirmed**

**Threshold:**

The threshold to determine sufficiency with the graduate profile was determined as evidence of:

Graduates competently supervise:

- food and beverage service operations including staff supervision or,
- a quick service restaurant including staff supervision.

**Tertiary Education Organisations with sufficient evidence**

<b>Tertiary Education Organisation</b>	<b>Final rating</b>
New Zealand Institute of Education	Sufficient
New Zealand Management Academies Limited	Sufficient
Whitireia Community Polytechnic	Sufficient
ServiceIQ	Sufficient

**Introduction**

The New Zealand Certificate in Hospitality (Advanced)(Level 5) with strands in Accommodation, Food and Beverage Service, Catering Services, and Quick Service Restaurants was registered on the New Zealand Qualifications Framework in June 2013. The graduate reporting range for this review is 01 January 2014 to 31 December 2017. In total there were 134 graduates from four education organisations since 2015. Three providers with 7% of the graduates trained in the Food and Beverage Service strand. Of the other two education organisations, ServiceIQ, has 76 graduates in the Quick Food Services strand and the New Zealand Institute of Education has 49 graduates. The education organisations provided a range of evidence to demonstrate that their graduates met the graduate profile outcomes.

The criteria used to judge the evaluation question were:

- The nature, quality and integrity of the evidence presented by the education organisation
- How well the organisation has analysed, interpreted and validated the evidence, and used the understanding gained to achieve actual or improved consistency

- The extent to which the education organisation can reasonably justify and validate claims and statements relating to the consistency of graduate outcomes, including in relation to other providers of programmes leading to the qualification.

Evidence provided by education organisations included programme alignment with the graduate outcomes (NZQA programme approval), moderation, employer and graduate surveys and feedback from destination programme tutors.

**How well does the evidence provided by the education organisation demonstrate that its graduates match the graduate outcomes at the appropriate threshold?**

All education organisations participating in this review delivered programmes that had learning outcomes mapped to the graduate profile. All programmes included a work placement or were delivered in the workplace. Appropriate work place focused programmes combined with positive moderation results generally provided confidence that graduates had achieved the graduate outcomes.

Evidence in the form of industry and employer feedback was more variable and for some education organisations graduate feedback was not purposefully aligned with the graduate outcomes. Overall the evidence that graduates matched the graduate profile would have been stronger if graduate and employer feedback had been directly aligned to the graduate profile. Evidence related to some outcomes was general, this was particularly evident for outcomes related to the supervision of staff.

However, overall the triangulated of evidence from different sources makes this a sound case for this evidence to demonstrate that its graduates match the graduate outcomes at the appropriate threshold.

**Special Focus**

This review considered only two strands of the qualification; Food and Beverage Service, and Quick Service Restaurant and this is reflected in the threshold statement.

**Examples of good practice**

The range of evidence provided by the New Zealand Management Academies Limited and the coherence of their self-assessment demonstrates good practice.

**Issues and concerns**

One education organisation no longer delivers this programme and does not intend to in the future.

Surveys used by some institutions were not well aligned with the graduate profile, consequently meaningful interpretation of the results is difficult.

**Recommendations to Qualification Developer**

No recommendations for the Qualification developer are identified in this review.