

Qualification Title: New Zealand Certificate in Tourism (Introductory Skills) (Level 2)

Qualification number: 2198

Date of review: 21 July 2020

This report refers to graduates awarded this qualification prior to: 31 December 2019

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 that the graduates are able to:

- Use basic customer service skills and a knowledge of geography that are relevant to the needs of tourists
- Demonstrate knowledge of the roles in, and the business of, the tourism industry and the different impacts of tourism on the country
- Plan a realistic career pathway.

The graduates will be:

- Prepared for higher level training in the tourism or related industries.
- Able to work in a range of entry level positions in the tourism or related industries under supervision.
- Indigenous values of manaakitanga and whanaungatanga in relation to travel and tourism may be encompassed in the holistic outcomes of this qualification.

Education Organisations with sufficient evidence

The following education organisations have been found to have sufficient evidence.

MOE Number	Education Organisation	Final rating
6006	Ara Institute of Canterbury Ltd	Sufficient
7428	Community Colleges New Zealand Ltd	Sufficient
9964	People Potential Ltd	Sufficient
8640	New Zealand School of Tourism Ltd T/A New Zealand School of Tourism	Sufficient
9671	Front-line Training Consultancy Ltd	Sufficient
8630	Te Wananga o Aotearoa	Sufficient

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Introduction

This 50-credit qualification intends to provide the tourism industry with individuals who can support and enhance the visitor experience through entry level positions, bringing economic benefits to the country.

The consistency review was held over one day. Nine people participated via zoom in the consistency review meeting, including one observer and the qualification developer, ServiceIQ. Five providers had programmes approved under the New Zealand Qualifications Framework, and one provider was approved under Mātauranga Māori qualifications. The review was conducted using both the Te Hono o Te Kahurangi (THoTK) methodology and the Consistency Review Quality Assurance process.

Across all providers, there were 732 graduates during the review reporting period.

Evidence

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.

Examples of evidence include:

- Mapping of New Zealand qualification to the programme learning outcomes
- Kaiako/ tutor training schedules
- Kaiako/ tutor survey data
- External pre- and post-assessment moderation reports and/ or action plans
- Graduate survey data and plans for achieving more significantly representative feedback
- Kaiako/ tutor feedback
- Next user (next level tutor, employer, industry) feedback
- Graduate feedback
- Taura/ student internal pathways
- Post review reflection, including procedures, reports and action plans for moderation graduates and stakeholders.

How well does the self-assessment and supporting evidence provided by the education organisation demonstrate that its graduates match the graduate outcomes at the appropriate threshold?

Programme value and appropriateness is supported by the following:

- Appropriate mapping of learning and assessment to the graduate profile outcomes, including practical and theoretical assessment
- Internal and external moderation processes are in place to validate assessment and assessment practice supporting learning at the correct level of the qualification, and capability of tutors and assessors

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- Student and tutor feedback indicating learning aligns to expectations of the graduate profile outcomes, to the satisfaction of the learners and tutors.

The validation of skills and knowledge attained by graduates is supported by the following:

- Positive graduate feedback confirming graduate readiness for the workplace.
- Next-level tutor feedback confirming graduate preparation for higher level learning.
- Employment or industry feedback confirming graduate understanding of skills and knowledge to support workplace readiness or meet industry expectations at the skill and knowledge level of the qualification.
- Clear pathways into industry related and non-related study and employment, including transferable skills and knowledge able to be used outside of the industry.

Overall, the self-assessment and supporting evidence supplied, by those organisations found sufficient, demonstrates that their graduates meet the graduate outcomes at the determined threshold.

Special Focus (includes special focus on a strand or outcome)

None

Issues and concerns

Recommendations to Qualification Developer

None