

**Qualification Title:** New Zealand Certificate in Hospitality (Level 2)

**Qualification number:** 2108

**Date of review:** 5 November 2015

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

**Threshold:**

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

- Being able to operate effectively in an entry level role in a hospitality workplace. The graduate would still require supervision but would be able to follow standard operating procedures, follow health and safety rules to ensure their own and others safety and be able to take instruction.

**Tertiary Education Organisations with sufficient evidence**

Tertiary Education Organisation	Final rating
Academy New Zealand	Sufficient
MSL Training Ltd.	Sufficient

**Introduction**

This level 2, 140 credit qualification aims to provide a pre-employment qualification for those who want to enter the hospitality industry. This qualification was developed in 2013 by Service IQ, the industry training organisation for a range of service industry qualifications.

At the time of this review only two organisations had graduates from this qualification. These providers attended the review meeting along with six other providers who had programmes approved. The review was also attended by two representatives from Service IQ.

**Evidence**

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

The Tertiary Education Organisations (TEOs) provided a range of evidence to demonstrate that their graduates met the graduate profile outcomes.

The criteria used to judge the above evaluation question were (p10 NZQA consistency guidelines):

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

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- The extent to which the TEO 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

Discussions at the review meeting did identify what evidence would be required to ensure that organisations could demonstrate that their graduates met the graduate outcomes at the appropriate level. Key components identified were end user feedback (employer, pathway tutors, and graduates), programme review documentation showing issues found and actions taken, evidence of robust moderation and assessment, industry feedback on training and graduates and multiple sources of data to ensure triangulation.

### *End user feedback*

Both TEOs provided evidence of end-user feedback including employer surveys, feedback from industry, feedback on graduates and feedback from tutors in pathway programmes. It was identified at the review that for the future this evidence could be strengthened with feedback requested being more directly related to the graduate outcomes. It is notable that a significant number of graduates from the level two programme move to the level three New Zealand Certificate in Hospitality. One provider provided an attestation from the destination tutor as to the level two graduates' skills and preparedness for higher level study showing further supported evidence

### *Programme Review documentation*

Both organisations presented primary evidence of programme review documentation. These detailed retention and achievement, outcomes, issues with assessment and moderation, resources, relevance of core components of activity, work placement opportunities and issues were identified for review. One TEO supplied a subsequent review that detailed how previous issues had been responded to.

### *Assessment and moderation*

Both organisations were using the assessments provided by Service IQ for relevant unit standards. They both reported a positive record of external moderation with this ITO. Processes for, and primary evidence of internal moderation were supplied. This showed a transparent approach that enabled issues to be identified and resolved.

### *Industry engagement*

Both organisations showed how they have links with industry. This included industry reports, industry network meeting minutes, employer/mentor survey results and attestations from industry, including those related to work experience opportunities relevant to the qualification's outcomes.

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

**NA**

### **Examples of good practice**

One TEO provided evidence of an employer/workplace mentor survey with results. The survey asked explicit questions about skills, prior training, value, post-employment contact and potential further employment of graduates.

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### **Issues and concerns**

**NA**

### **Recommendations to Qualification Developer**

**NA**