

Qualification Title: New Zealand Certificate in Travel (Level 4)

Qualification number: 2204

Date of review: 12 April 2016

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 graduate can

- effectively (with speed and accuracy) transact any form of retail travel
- contribute to the overall business effectiveness including sales targets, product advice and customer service
- grow and maintain customer relationships
- articulate detailed knowledge of key destinations and have a broad operational knowledge of world geography
- apply their skills and knowledge while working under broad guidance, possibly with some responsibility for the performance of others

This threshold is closely aligned to part of the strategic purpose statement for the qualification.

Tertiary Education Organisations with sufficient evidence

Tertiary Education Organisation	Final rating
Service IQ	Sufficient

Introduction

This 60 credit qualification is intended to provide the travel industry with individuals who can professionally support customers with travel enquiries, information and booking requirements to increase the contribution of the travel industry to the New Zealand economy. Graduates will be able to apply their skills and knowledge to deliver and assist in supporting the delivery of travel products creating a quality customer experience across a range of organisations.

Indigenous values of manaakitanga and whanaungatanga in relation to travel and tourism may be encompassed in the holistic outcomes of this qualification.

One organisation and a representative of the ITO qualification development team met with the NZQA consistency reviewer and an NZQA observer where evidence was provided to demonstrate graduates meeting the graduate outcome.

Evidence

The TEO provided a range of evidence to demonstrate that their graduates met the graduate profile outcomes.

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

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
- 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

Graduate feedback (survey)

There were seven graduates within the time frame of this review. Five of the seven graduates (71.4%) responded to a survey related to their confidence in attaining the graduate profile outcomes and the results showed high confidence and satisfaction in the outcomes from gaining the qualification.

Graduate employment

All graduates were employed throughout the training and remained in employment immediately post graduation, although one subsequently moved employment. Those remaining are on a career pathway within the organisation and the industry and can progress to further training within their employment (or elsewhere) if considered necessary.

Employer feedback

The sole employer verified that graduates of this qualification met their requirements for a junior travel consultant. High employer confidence and written verification was seen of the good match between the qualification graduate profile outcomes and the skills and attributes exhibited by graduates. The clearest indication of a graduate meeting the requirements is through their successful sales figures, and the requirement to meet targets which are monitored by daily reporting attested to via the employer.

Assessor verification

Assessors were invited to attend a focus group to discuss seven questions that were linked to the graduate outcomes for the qualification. Questions were worked through with discussions and examples provided for each response resulting in assessor verification that the graduate outcomes were met.

Benchmark mapping

Graduates to date come from a single specific programme leading to the qualification where the training is mapped to qualification outcomes and the employers structured internal training programme. This mapping process was quality assured during the industry training programme's approval process with NZQA. The mapping identifies gaps between the training and the unit standard requirements and a suitable method to bridge the gap is identified using additional training or additional assessment tasks and evidence.

Internal and External moderation

The benchmarking process (noted above) is itself a pre-moderation activity. Moderation of the unit standards in the registered training programme has not yet taken place and is scheduled for May 2016. A moderation event, working with the corporation assessors for this qualification was held in March 2016 and indicated that there is good consistency in terms of the standards applied and achieved by graduates.

The range of evidence, including feedback from graduates, their employer and their assessors provides strong evidence to demonstrate that the TEO graduates match the graduate outcomes at the appropriate threshold.

Special Focus

There was no special focus for this review

Examples of good practice

Clear mapping of programme content to graduate outcomes and structured training at a particular workplace. The mapping identifies gaps between the training and the unit standard requirements and a suitable method to bridge the gap is identified using additional training or additional assessment tasks and evidence. Further work on monitoring the success of mapping exercise is soon to be undertaken.

Issues and concerns

Issues noted were the difficulty a tertiary provider would encounter in ensuring the indigenous values of manaakitanga and whanaungatanga in relation to travel and tourism be encompassed in the holistic outcomes of this qualification.

Recommendations to Qualification Developer

There were no recommendations to the Qualification developer