

Qualification Title: New Zealand Certificate in Accommodation (Level 3)

Qualification number: 2103

Date of review: 22 June 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:

- Be competent entry level employees within the hotel sector in a commercial hospitality establishment
- Be able to communicate effectively with colleagues, managers and guests
- Use and display professional behaviour acceptable to the hotel sector and in a commercial hospitality establishment
- Apply their skills and knowledge of standard operating procedures effectively within the hospitality sector
- Apply their skills and knowledge of health, safety and security practices to ensure own safety and minimise potential hazards for guests
- Be prepared for progression into future study or related job roles

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

Tertiary Education Organisations with sufficient evidence

Final decision on sufficiency of TEOs evidence

Tertiary Education Organisation	Final rating
Service IQ	Sufficient
Manukau Institute of Technology (MIT)	Sufficient
Wellington Institute of Technology (WelTec)	Sufficient

Introduction

This 40 credit qualification is intended to provide the accommodation industry with individuals who are able to work as porters, housekeepers or receptionists in a commercial hospitality establishment. Those individuals would apply their skills and knowledge to competently communicate well, apply health, safety and security practices and follow standard operating procedures to deal with familiar problems in a hospitality sector. The qualification will provide a credential that will support their employment opportunities across

a range of establishments in the sector. The strands in this qualification allow graduates to specialise in an area within accommodation services (reception, portering, or housekeeping).

Three organisations and a representative of the ITO qualification development team met with the NZQA consistency reviewer and two NZQA observers where evidence was provided to demonstrate graduates meeting the graduate outcome.

Evidence

The TEOs provided a diverse range of evidence to demonstrate that their graduates met the graduate profile outcomes. Two providers provided evidence of work placement and role play and the other evidenced learners working in industry within the roles of their learning.

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 employment or pathway to further training

A clear indication of a graduate meeting the graduate outcome requirements is through their continued employment and progressing to further study within the hospitality sector or the use of their skills to be competent employees.

All graduates from one provider (64) were employed in the hospitality industry throughout the training and remained in employment immediately post-graduation. Some subsequently moved to different hospitality employment. Graduates (42) from the remaining two providers are either in employment or on a career pathway within an organisation aligned to the hospitality industry and were able progress to further training within their employment or move to further training.

Graduate feedback (surveys)

There were 106 graduates overall within the time frame of this review. A small proportion (20.3%) of graduates responded to various surveys related to their confidence in attaining the graduate profile outcomes. The overall results across the three providers showed the graduates had high confidence and satisfaction in their outcomes from gaining the qualification.

Larger capture for more comprehensive graduate feedback was to be a focus of all three providers for future consistency reviews.

Employer engagement and feedback

High employer confidence via written verification in email, letter or survey form provided evidence to show good match between the qualification graduate profile outcomes and the skills and attributes exhibited by graduates mainly in the reception and porter areas with housekeeping being the least chosen vocation preference by these graduates.

Those employers that responded to surveys and those that fed back anecdotally verified that graduates of this qualification adequately meet their requirements for entry level employees within the hotel sector in a commercial hospitality establishment.

Real world training – professional practice

Training or training arranged by each of the three providers is either in industry or at training provider premises or at work experience. All three organisations were able to show that all the learning experiences were part of the trainee's daily activities and responsibilities that contributed to their development in the role and which contributed fully to the outcomes required for real world activities.

Employer confidence in the graduates was evidenced by their workplace attestations of complying with standard workplace practices.

Benchmarking and mapping

For each provider training is mapped to the either employers' structured internal training module of learning or unit standards covering the programme and the qualification outcomes. The mapping identifies gaps between the training and the qualification requirements. For industry training a suitable method to bridge the gap is identified using additional training or additional assessment tasks and evidence similar to that of training providers. This evidence supports the congruence of programme delivery with the requirements of the graduate profile.

Two of the Tertiary Education Organisations had previously discussed a proposal to form an arrangement to monitor and moderate each other's New Zealand Certificates and Diplomas with an a view to further benchmarking and providing additional evidence to support consistency. They will continue to develop this proposal.

Internal and External moderation

The external post moderation reports for all Tertiary Education Organisations involved in this consistency review and evidence of regular reviews, ongoing evidence collection and assessment results confirm that assessments are at the correct level, context and learning outcome focus.

The above range of evidence, including feedback from graduates, their employers and their assessors provides strong evidence to demonstrate that the graduates from all Tertiary Education Organisations involved in this consistency review 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 for structured training or delivery 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 by the Tertiary Education Organisation.
- Real world professional practice captured within the training organisation using actual resources and customers and the videoing of this.

Issues and concerns

Those present were able to give evidence of less than anticipated enrolment figures for the programme and had heard anecdotal evidence that the reason for this was the qualification name. There was a recommended name change with the next review of the qualification to elevate the impact of the qualification name for marketing and uptake.

Recommendations to Qualification Developer

There was general consensus for a name change with the next review of the qualification.