

Qualification Title: New Zealand Certificate in Accommodation (Level 3) with strands in Housekeeping, Portering and Reception

Qualification number: 2103

Date of review: 22 June 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 graduate can:

- Be competent entry level employees within the accommodation sector in a commercial hospitality establishment
- Be able to communicate effectively with colleagues, managers and guests
- Use and display professional behaviour acceptable to the accommodation 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 that determined in the 2016 Consistency review, with ‘accommodation sector’, replacing the term ‘hotel sector’ as it was agreed that the scope of the qualification covers other commercial accommodation providers as well as hotels. The statement is closely aligned to the strategic purpose statement for the qualification.

Education Organisations with sufficient evidence

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

MOE Number	Education Organisation	Final rating
8644	Crown Institute of Studies	Sufficient
9068	ServiceIQ	Sufficient
6008	Wellington Institute of Technology Ltd	Sufficient

Final Consistency Review Report

Introduction

This 40 credits, Level 3 certificate is an entry-level qualification for new or potential entrants into the commercial accommodation sector. It is designed to provide the sector with people who have the operational and theoretical knowledge, skills and attitudes needed to work in housekeeping, portering or reception with optional strands for each of these areas. For some graduates it serves as an introduction to the industry and enables them to progress to other qualifications in tourism and hospitality. Many learners undertake more than one strand as encouraged by employers or facilitated by the programmes offered by providers.

Between 2016 and 2019, there have been 599 graduates. Of these 565 have been learners on-job supported by the ITO, ServicelQ. Thirty-four have graduated from tertiary providers. Four education organisations participated in the review. Three education organisations do not offer the programme at present, but two stated they may do so again in the future.

The qualification was originally scheduled for review in 2018, but due to interdependencies with other programmes in the hospitality and tourism field, this is now expected to be completed by the end of 2020.

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.

Evidence included: programme mapping, examples of moderation practice, employer and graduate surveys, employer and workplace advisor feedback, and feedback from tutors about graduates progressing to higher level programmes of study.

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?

In general, evidence strongly supported the value of the qualification to graduates in their employment or further study.

The self-assessment and supporting evidence supplied by the majority of organisations was found sufficient and demonstrates that their graduates meet the graduate outcomes at the determined threshold.

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

None (but see note below in Issues and Concerns section).

Examples of good practice

Examples of good practice included effective and systematic pre- and post-assessment moderation processes. There is strong liaison with workplaces where the qualification is delivered either on-job or has a work-experience component.

Final Consistency Review Report

The Qual Link partnerships between ServiceIQ and large employers allow effective benchmarking of in-house training programmes with the qualification.

Some providers have good processes for following up on graduates progressing to higher level qualifications.

Issues and concerns

None of education organisations offering this qualification provided evidence that was disaggregated by optional strand when one or more strand was available to learners.

For education organisations, most graduates proceeded to further study and numbers moving into employment were too few to draw meaningful conclusions about individual strands. For those learners studying on-job, decisions about which strand, or strands learners completed were dictated by employer needs, with no feedback suggesting any one strand was causing employers concern.

Providers noted difficulties in gaining systemic and consistent feedback about graduates from employers.

Recommendations to Qualification Developer

In general, it is felt that this qualification is working well and clearly meets a need within the industry for on-job training. Low numbers have been a problem for education organisations offering it as a pre-employment qualification and this may continue to be a problem as the industry recovers from the impact of Covid-19. Nevertheless, it is still seen to have potential value.

Requests to consider a name change for the qualification were noted in the 2016 consistency review and were re-iterated in this review. It was felt that many prospective students tend to equate 'Accommodation' solely with housekeeping, while providers tend to focus on portering and reception. It was suggested that 'Accommodation Services' or 'Hospitality Services' might be better terms, but it was recognised that any change to the title of the qualification must not cause confusion with other qualifications for the industry.