

Qualification Title: New Zealand Certificate in Catering Services (Level 3)

Qualification number: 2106

Date of review: 27 February 2017

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 of graduates who:

- Work safely, with limited supervision in a catering environment; *and*
- Work collaboratively, communicate effectively and behave in a professional manner; *and*
- Understand and follow health and safety and food hygiene processes; *and*
- Apply fundamental catering skills to provide food and beverage items to catered customers.

Tertiary Education Organisations with sufficient evidence

Tertiary Education Organisation	Final rating
ServiceIQ	Sufficient

Introduction

The purpose of this Level 3, 40 credit qualification is to provide the catering services sector with competent employees to work as basic caterers in various contexts. There is only one tertiary education organisation providing a programme that awards this qualification, ServiceIQ. Two ServiceIQ representatives presented an explanation and evidence of how their graduates matched the graduate profile outcomes. Another ServiceIQ representative participated in the review as the qualification developer.

Evidence was supplied of graduates who had been awarded the qualification while working in hospitals, aged care facilities, sporting and entertainment venues, and other catering business locations.

ServiceIQ, in conjunction with their industry partners, has agreed there are three pathways for trainees to achieve one of the graduate profile outcomes: *Apply fundamental catering skills to provide a range of basic food and beverage items to catered client*. Different unit standards are used to assess competency for each of the pathways. The three pathways are:

1. Food preparation services - trainees who cook and prepare the food
2. Tray line services - trainees who prepare and portion the food using a tray line process
3. Café services- trainees who provide counter food and beverage, typically in a cafe setting

Evidence

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

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

- 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

The evidence provided included:

- A sector infographic overview
- A list of graduates and related information
- The education organisations internal moderation policy and samples of post-moderation material
- Attestations from large client organisations where workplace assessment takes place
- A draft graduate survey
- Completed assessor questionnaires and a matrix of questions against 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 evidence that supports that the graduate group met the appropriate threshold was:

- All reported graduates were working in a real-world catering environment. There is evidence from four large employers and two assessors indicating that training is provided as part of their induction and daily activities and that the larger companies have clear standard operating procedures.
- All graduates were assessed using pre-moderated ServisIQ materials linked to relevant unit standards. The unit standards selected, have been agreed between ServisIQ and industry stakeholders, as mapping well against the five graduate profile outcomes and are noted as such in the qualification document.
- The assessor questionnaire explicitly covered all the graduate profile outcomes; a matrix provided mapped the outcomes against the questions. The questionnaire

clearly asked the assessors to explain how they know the outcome is being met. The explanations provided were typically well reasoned.

- A sample of 10 post-moderation results were provided from six assessors where nearly all had met the required standard. Moderation site visits are planned for three of the larger employers in June 2017.
- Attestations from four large employers provide some good coverage of the reported graduates, however the coverage of key groupings needed to be made clear. The attestations indicate these employers and ServiceIQ have been actively involved in devising relevant training for this sector.
- Graduate feedback has not been gathered but surveys are planned. The questions posed in the draft survey should align with the graduate profile outcomes. The assessor survey provides a template for this survey. Posing similar questioning to graduates, assessors and employers provides evidence that is more strongly triangulated.
- The provider has developed a comprehensive process to ensure appropriate evidence is gathered. These procedures and timelines have been documented and provided as part of the consistency review process.

Overall, this evidence and the justification provided does make a sufficient case that the graduates match the graduate outcomes at the appropriate threshold.

Special Focus

There was no special focus for this review.

Examples of good practice

- The self-assessment summary provided a useful overview of the industry, key players and the three pathways for graduates to gain the qualification.
- The assessor questionnaire explicitly mapped against all the graduate profile outcomes. It clearly asked the assessors to explain how they know the outcome was being met. The explanations provided were typically well reasoned.

Recommendations to Qualification Developer

The meeting discussed the merits of merging the 5th graduate profile outcome into the 4th outcome. No formal conclusion was reached.