

Qualification Title: New Zealand Certificate in Hotel Reception (Level 4)

Qualification number 2111

Date of review 29 March 2021

This report refers to graduates awarded this qualification prior to **31 December 2020**

Final decision on consistency of the qualification: National consistency is not yet confirmed

Threshold

The threshold to determine sufficiency with the graduate profile was determined as evidence of graduates who work as receptionists in the accommodation sector and have enhanced employment opportunities across a range of establishments in the hospitality sector. Graduates can demonstrate professional practice that provides customers with confidence in the range of receptionist services provided.

Education Organisations with sufficient evidence

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

MOE Number	Education Organisation	Final rating
2010	Manukau Institute of Technology Ltd	Sufficient
9068	ServiceIQ	Sufficient

Introduction

The New Zealand Certificate in Hotel Reception (Level 4) is a 60-credit qualification designed to provide a credential to enhance employment opportunities across a range of establishments in the hospitality sector. The qualification establishes standards of professional practice for experienced receptionists that can provide customers with confidence in the range of receptionist services provided in a hotel.

Version 1 was republished in August 2015 to include recommended standards for the qualification outcomes. The qualification was reviewed in 2021 and approved immediately prior to this consistency review. ServiceIQ is the qualification developer, and a representative attended this review.

Two education organisations with graduates participated in the virtual consistency review meeting. Graduate numbers per education organisation for this qualification ranged from 19 graduates to 96. There was a total of 115 graduates across the four-year reporting range.

Employment was the predominant pathway realised by graduates. Although a few progressed to further study within the sector, none of the graduates followed the intended education pathway onto the New Zealand Certificate in Hospitality (Advanced) (Level 5) [2109].

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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, including in relation to other providers of programmes leading to the qualification.

Evidence provided for this review included:

- Confirmation that the education organisations had a programme of study or programme of industry training which showed that programme components led to the graduate profile.
- Confirmation that the conditions for the programme were met
- Evidence of internal moderation that assured the programmes were assessed at an appropriate level
- Records of feedback from employers and graduates, confirming that the programme had provided graduates with a range of skills aligned to the graduate profile and appropriate to the level of the qualification
- For the education organisation that had graduates who had moved to higher study, feedback on their graduates from the next-level tutors was provided highlighting that the practical components of the GPOs were met.

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?

Education organisations submitted a range of evidence that could be triangulated to demonstrate that their graduates match the graduate outcomes at the appropriate threshold. This included moderation evidence, programme alignment to the GPOs, programme review information; graduate, employer, and next-level tutor feedback; and destination data.

The education organisations provided some evidence related to the alignment of their approved programmes of study with the GPOs.

Generally, evidence relating to moderation was adequate, demonstrating internal moderation processes. One organisation also provided evidence of systematic annual programme review.

Graduate and employer evidence were of a reasonable quality, collected mostly via survey, by both education organisations and generally confirmed that graduates who responded to the survey had gained, and were using, the skills and knowledge outlined in the graduate profile. The low response rates impacted analysis and was limited in terms of providing a basis on which to draw clear convincing findings.

One education organisation was challenged in gathering evidence as they did not actively seek feedback or engage with graduates and graduate employers until the consistency review date approached, indicating the need to revise methods of evidence gathering and the need to ensure a systematic quality assurance activity is in place. COVID-19, which has had a

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significant impact on employers within the industry, has also impacted gathering feedback for 2019 and 2020 graduates.

Overall, the self-assessment and supporting evidence supplied, by those organisations found sufficient, demonstrates that their graduates meet the graduate outcomes at the determined threshold.

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

None

Issues and concerns

Recommendations to Qualification Developer

Discussion included a request to include the Te Pūkenga subsidiaries in the review of the qualification. ServiceIQ recognised this as an area for improvement going forward.