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

Qualification number: 2111

Date of review: 5 October 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 of:

- Graduates who are competent employees for the hotel sector able to provide reception services and deal with unexpected situations.
- Graduates being adequately prepared for study at Level 5.

The threshold aligns to the qualification strategic purpose statement and the graduate profile outcomes.

Tertiary Education Organisations with sufficient evidence

<table>
<thead>
<tr>
<th>Tertiary Education Organisation</th>
<th>Final rating</th>
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<tbody>
<tr>
<td>Manukau Institute of Technology</td>
<td>Sufficient</td>
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<tr>
<td>Toi Ohomai Institute of Technology</td>
<td>Sufficient</td>
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</tbody>
</table>

Introduction

This 60 credit qualification is intended to provide the hotel sector with employees competent at providing reception services.

Evidence

The Education Organisations provided a range of evidence to demonstrate that the 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
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- 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

**Employer feedback and surveys**

For one Education Organisation evidence from two employers included letters of attestation that the graduates were employable at reception services level.

Hotel student placement supervisors (hotel employees) provided evidence (via survey with questions relating to graduate profile outcomes) that students at the end of work placement met all graduate profile outcomes. Two examples of these were sighted.

**Graduate feedback and destination**

For one Education Organisation, three (of a total of 11) graduates provided information for profiling. All profiles provided evidence of the graduates being adequately prepared for work in hotel reception services. The profiling was triangulated with information from these graduates’ employers. The employers similarly stated the graduates were adequately prepared for employment, and most were employed from their work experience placements.

82% of graduates were employed in hotels, mostly as receptionists, and most of these were employed from their work placements.

A small number of students have gone on to higher study (courses not yet finished).

The second Education Organisation was unable to provide strong evidence of student destination/employment outcomes or employer feedback. Feedback from two employers was provided relating to two graduates employed in the tourism industry. This Education Organisation is currently not delivering a programme of study leading to this qualification.

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

For the first Education Organisation strong evidence of graduates meeting the threshold was provided by the majority (82%) of the 11 graduates being employed by hotels for hotel reception services. This was triangulated with qualitative data; graduate profiling using information from three graduates with information from their employers that graduates were valued employees at that level. This was further strengthened by sighted survey results for two (of the eleven) students by their hotel employed supervisor in their placement that they met every graduate profile outcome. Further, this was backed up by letters of attestation by two hotels who place multiple students, and have employed graduates from their student placements.

For the first Education Organisation the combination of evidence from employers and graduates that they meet the graduate profile, alongside employment/destination data for all graduates provides convincing evidence of graduates meeting the graduate outcomes at the appropriate threshold.

**Special Focus**

No special focus
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Examples of good practice

Destination tracking of all graduates.
Triangulated profiling of graduates in employment with their employer.

Issues and concerns

Lack of evidence from one Education Organisation. The Education Organisation acknowledged this, and is currently not delivering a programme of study leading to this qualification.

Recommendations to Qualification Developer

Consider widening the scope of this qualification to better reflect the range of accommodation reception services graduates may work in (backpackers, motels etc.) as well as hotels. This may widen the appeal of this qualification, increase potential student interest, and provide a more aligned pathway to higher level study.

Recommendations to NZQA

None