

Qualification Title: New Zealand Certificate in Travel (Level 4)

Qualification number: 2204

Date of review: 11 November 2021

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

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, under broad supervision, are able to:

- Deliver customer service, product advice, and sales in a travel industry context, applying accurate communication, problem-solving skills, and destination knowledge, to grow and maintain customer relationships.
- Apply workplace practices required of the travel industry including: self-management, teamwork, and compliance with relevant Acts and legislation.
- Provide high quality customer experience by utilising travel business operational systems and destination knowledge to contribute to overall business effectiveness.¹

Education Organisations with sufficient evidence

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

MOE Number	Education Organisation	Final rating
6006	Ara Institute of Canterbury Limited	Sufficient
6012	Northland Polytechnic Limited	Sufficient
6015	Southern Institute of Technology Limited	Sufficient
9068	Service IQ	Sufficient
6025	Toi Ohomai Institute of Technology Limited	Sufficient
8644	Crown Institute of Studies Limited	Sufficient
8277	The International Travel College of NZ Limited	Sufficient

Introduction

The New Zealand Certificate in Certificate in Travel (Level 4) is a 60-credit qualification intended to provide the travel industry with individuals who can professionally support customers with travel enquiries, information and booking requirements, and through their skills

¹ Note that this threshold statement is drawn directly from the graduate profile outcomes of version 2 of the qualification, approved and published in February 2021.

Final Consistency Review Report

and knowledge, increase the contribution of the travel industry to the New Zealand economy. It is expected that graduates will be able work across a range of organisations in the travel industries to establish travel preferences and requirements, develop and tailor itineraries, complete and document travel reservations, and provide after sales services, to create a high-quality customer experience.

There were seven education organisations with graduates, each of whom had a representative participating in a video conferenced consistency review meeting. Education organisations deliver their programmes predominantly off-job, except for ServiceIQ who deliver on-job to existing employees.

Ringa Hora (Services) Workforce Development Council² is the qualification developer, and two Ringa Hora representatives took part in the video conference review. The qualification was approved in 2014 and reviewed in 2020. Version 2 of the qualification was subsequently approved in 2021.

There have been 1662 graduates in the period from 2016 to 2020. All graduates reported in this consistency review completed Version 1 of the qualification.

Evidence

The education organisations presented 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 included:

- Confirmation that the education organisations had a coherent programme of study or programme of industry training which ensured that programme components and assessment led to the graduate profile.
- Evidence of internal and external moderation that assured that the programmes were assessed at an appropriate level.
- Records of feedback from employers, next-level teachers, and graduates, confirming that the programme had provided students with a range of skills aligned to the graduate profile and appropriate to the travel industry.

² The qualification was originally developed by ServiceIQ. Quality assurance responsibility for the qualification was transferred to Ringa Hora 4 October 2021.

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 agreed threshold. This included assessment and moderation evidence, programme to GPO alignment; graduate, next-level teacher, and employer feedback; and graduate destination data.

The education organisations provided good evidence related to the alignment of their approved programmes of study/industry training with the GPOs, and of the quality and suitability of the programmes and assessments in terms of supporting graduate consistency with the graduate outcomes. The education organisations provided evidence that their programmes provided opportunities for assessment within realistic contexts aligned to the qualification and to regulatory requirements. Conditions applicable to Version 1 of this qualification require that competency must be demonstrated using a computer reservation system which has the capability of processing comprehensive travel requirements. Theoretical knowledge alone, of a computerised system is not sufficient to demonstrate competency. In their submissions, education organisations cited the reservation systems that they were using.

Generally, evidence relating to moderation was strong, demonstrating good internal moderation processes. Most education organisations provided evidence of external moderation; several of the organisations were collaborating for moderation and support.

Destination data supported that many graduates were working in roles that required the application of skills and knowledge required by the graduate profile, even when not directly employed in the travel industry. Graduate and employer feedback confirmed that graduates had gained, and were using, the skills and knowledge outlined in the graduate profile.³

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

Examples of good practice

Several organisations provided thoughtful interpretations of anecdotes and conversations with graduates and employers and aligned them to the GPOs as they found this a fruitful method of soliciting feedback. This was especially important when engaging with graduates

³ Following the significant downturn in the travel industry since the beginning of the COVID-19 pandemic, few 2020 graduates gained employment in the travel industry and many recent graduates and on-job trainees were displaced. For example, data collected in one education organisation's graduate survey indicated that 86% of survey respondents had had their employment impacted by COVID-19. Many graduates gained employment in retail and hospitality where they could utilise many of the skills acquired in the programmes. Many employers have downsized, gone into recess, or out of business completely. As a result, the reach and range of destination evidence across all education organisations was understandably thin.

Final Consistency Review Report

and employers whose current situations limited their capacity and inclination to provide specific and detailed written feedback.

Issues and concerns

A few education organisations had delayed actively seeking feedback and engagement with graduates and graduate employers until the Consistency Review date approached, leading to difficulty contacting many graduates and limited value from the feedback they provided, especially in cases where the education organisation has ceased to deliver the programme. Those organisations who have engaged with graduates, and graduate employers, as a part of normal business each year, have found the process easier and have been able to take advantage of regular feedback to inform ongoing improvements to programme design and delivery.

Recommendations to Qualification Developer

None.

Final Consistency Review Report