

Qualification Title: New Zealand Certificate in Travel (Level 5)

Qualification number: 2205

Date of review: 29 July 2018

Final decision on consistency of the qualification: National Consistency Confirmed

Threshold:

The threshold to determine sufficiency with the graduate profile was determined as evidence of graduates being able to:

- apply broad theoretical and practical knowledge of world geography to deliver, and assist in supporting the delivery of, travel products across a range of organisations in the travel industry creating a quality customer experience, in accordance with relevant Acts and legislation.
- manage own workplace practices required in the travel industry, and have some responsibility for the management of learning and performance of others
- use a computer reservation system to process comprehensive travel requirements.
- contribute to improving internal processes and overall business effectiveness

Tertiary Education Organisations with sufficient evidence

Tertiary Education Organisation	Final rating
Avonmore Tertiary Institute	Sufficient

Introduction

This level 5, 60 credit qualification provides the travel industry with individuals who can professionally support customers by meeting their specific needs through the design and promotion of customised travel packages for individual, group or corporate clients in a range of specialist travel areas, and through their skills and knowledge increase the contribution of the travel industry to the New Zealand economy.

Holders of this qualification will have the skills and knowledge to work as a senior consultant in a retail or wholesale travel related business.

Indigenous values of manaakitanga and whanaungatanga in relation to travel and tourism may be encompassed in the holistic outcomes of this qualification.

At the time of this review one organisation had 9 graduates from their programme. The meeting was attended by this provider and the qualification developer. The meeting participants agreed the above threshold represented the important graduate outcomes in a real-world work environment for this group of graduates.

Evidence

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

The key evidence provided included:

Programme related evidence

- Programme documentation: There was clear mapping of the learning outcomes from the programme modules against the graduate profile outcomes. Learning activities and assessment tasks are purposely aligned with the learning outcomes and the programme delivery context was well described.
- Assessment processes: The assessments were aligned with the NZQA level descriptors and included a range of case studies and activities providing summative assessment of workplace tasks undertaken in realistic scenarios. The extent to which the evidence demonstrates real world experience is justified by student work in case studies and IATA codes.
- Moderation: Internal moderation was completed, and assessors practices were deemed 'consistent'. External moderation has been identified as an area requiring attention, as no units were externally moderated by the ITO (ServiceIQ) in 2017. In response, Avonmore has signed a Memorandum of Understanding with another provider and will be commencing external moderation activities for programmes in this field. This arrangement will ensure all module are moderated over a 3-year period.

Graduate destination related evidence

- The Graduation Outcomes report identified 6 graduates were working, one as a travel consultant, and others in retail and service industries, and 3 had yet to find employment. These outcomes demonstrate transferable skills at Level 5 in the working environment, but not necessarily of the qualification GPOs i.e. GPO 2 managing workplace practices required in the travel industry.
- Avonmore reported that it is difficult to access work experience for their students in this area and has identified an ongoing need to assist graduates towards finding industry related experience and employment.

Stakeholder feedback related evidence

- The on-line graduate survey, designed with questions relating to the graduate profile outcomes, was completed by three of the nine graduates. The results indicated a mixture of well-prepared and adequately prepared for the expected employment destination of this qualification.
- The Student Exit forms and Student Questionnaire Forms, though having good response rate and levels of satisfaction reported on the graduate's views on the programme and the delivery.
- Feedback from the industry was limited as this was the providers first intake at Level 5. Furthermore, the provider has recognised this qualification is unlikely to lead to employment and has discontinued the delivery.

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

The education organisation effectively demonstrated that their graduates matched the graduate profile outcomes at the appropriate threshold. The consistency review evidence came from the three common sources: programme related evidence and evidence of graduate destinations, as well as some feedback from key stakeholders, including the ITO at the meeting. The programme learning outcomes were clearly aligned to the graduate profile, internal moderation practices were well organised and assessment judgements were confirmed as consistent. The graduate destination evidence showed that two-thirds of the graduates had gained employment and were applying the skills and competencies gained, if not directly in the travel industry, in other related service industries. Feedback from stakeholders and graduates was limited but consistent with the above destination results, the view of the ITO, and the challenges the provider experienced in sourcing work experience. Overall, a convincing case was made that the 2017 graduates matched the graduate profile outcomes at the appropriate threshold.

Examples of good practice

The education organisation has developed a new graduation survey aligning the questions to the graduate profile and will be applying this across all of their qualifications.

Recommendations to Qualification Developer

At the meeting Avonmore reported, having established that this qualification is unlikely to lead to employment as a senior consultant, and that it may be better suited to persons working within the industry to credential their experience. ServiceIQ agreed with this conclusion and will take this into consideration in the upcoming review of travel qualifications.