

Qualification Title: New Zealand Diploma in Tourism and Travel (Level 5)

Qualification number: 2206

Date of review: 10th August 2020

This report refers to graduates awarded this qualification between 1st January 2016 and 31st December 2019

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 being able to:

- actively participate, reflect upon and communicate with stakeholders in the tourism and travel industry to support and enhance the visitor experience.
- understand and comply with relevant workplace policies and legislation in order to be proficient employees.
- undertake analysis and evaluations that support and contribute to the business effectiveness of local, national and international travel and tourism environments and industries.

This threshold statement was developed in the 2016 consistency review and it was agreed that it was still fit for purpose for the period of this review. It is closely aligned to part of the strategic purpose statement for the qualification.

Education Organisations with sufficient evidence

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

| MOE Number | Education Organisation | Final rating |
|------------|---|--------------|
| 6007 | Eastern Institute of Technology Ltd | Sufficient |
| 6008 | Wellington institute of Technology Ltd | Sufficient |
| 6013 | Otago Polytechnic Ltd | Sufficient |
| 6015 | Southern Institute of Technology Ltd | Sufficient |
| 6019 | Waikato Institute of Technology Ltd | Sufficient |
| 6025 | Toi Ohomai Institute of Technology Ltd | Sufficient |
| 8277 | The International Travel College of New Zealand Ltd | Sufficient |
| 8530 | Auckland Institute of Studies Limited | Sufficient |
| 8550 | Soshi Gakuen New Zealand Incorporated (T/A Institute of the Pacific United New Zealand) | Sufficient |
| 8640 | New Zealand School of Tourism Ltd | Sufficient |
| 9135 | Aotearoa Career and Management Institute (ACMI) | Sufficient |

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Introduction

This 120 credit, Level 5 qualification is designed to prepare graduates for employment in the tourism and travel industry. It is focussed on providing the skills and knowledge necessary to enable graduates to proactively support and enhance the visitor experience whether in New Zealand or overseas. There was a total of 1555 graduates from 11 providers in the four-year period under review. Most graduates study on campus full-time, but two providers offer part-time distance provision. Some graduates progress to either Level 6 diploma or degree level study in related fields.

The qualification was reviewed in 2019 (Version 2 Registered in February 2020) with no substantial changes. The last consistency review (for graduates up to 31st December 2015) was conducted in 2016.

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 included mapping of programme learning outcomes and assessments to the graduate profile outcomes, moderation, effective interactions with industry and feedback from graduates, employers and tutors of those graduates progressing to higher level study.

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?

Providers who demonstrated sufficient evidence of consistency of graduate outcomes had representative evidence of feedback from their graduates triangulated against feedback from employers or further study. This was supported by evidence of effective moderation and active involvement with industry.

There was a focus on providers' ability to demonstrate consistency of outcomes across sites and teaching modes where delivery was on multiple campuses and/or via different modes.

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

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Examples of good practice

The most effective evidence portfolios were ones where evidence gathering was part of a systematic process fostering continuous improvement rather than 'one-off' preparation for the consistency review.

Some providers have exceptional relationships with local employers. This offers authentic 'real world' learning experiences and often creates employment opportunities for their graduates.

Some providers are systematically monitoring achievement and outcomes for priority groups and using that information to improve support for future intakes.

Issues and concerns

Many providers noted that institutional graduate destination surveys are not providing the information required for consistency reviews.

Some providers lack effective systems to gather information on outcomes for their international students who are (or have returned) overseas.

Recommendations to Qualification Developer

It was noted that providers are beginning to review their programmes as a result of the Covid-19 pandemic. The qualification allows significant flexibility as industry needs develop, but in time may need to be modified to reflect the likely changing balance between international and domestic tourism. Most providers are also looking at an increased emphasis on sustainability within their programmes.