

Qualification Title: New Zealand Diploma in Hospitality Management (Level 5)

Qualification number: 2539

Date of review: 15 and 16 July 2019

This report refers to graduates awarded this qualification prior to: **31 December 2018**

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 work professionally as junior or trainee hospitality managers, supervisors or team leaders, or progress to Level 6 hospitality or other higher levels of study.

This threshold incorporates the graduate profile outcomes as identified below:

- Manage hospitality facilities, hospitality inventory and supplies to achieve yield and/or revenue targets
- Monitor and maintain hospitality operating procedures and compliance requirements
- Apply staffing strategies to facilitate positive staff relationships in a hospitality business or environment
- Manage hospitality operations in a hospitality business or environment
- Manage perishability of service products in the hospitality sector.

Education Organisations with sufficient evidence

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

Education Organisation	Final rating
Ara Institute of Canterbury	Sufficient
Wellington Institute of Technology	Sufficient
Otago Polytechnic	Sufficient
Southern Institute of Technology	Sufficient
ServiceIQ	Sufficient
New Zealand School of Tourism Ltd	Sufficient
New Zealand Management Academies Ltd	Sufficient
Whitireia Community Polytechnic	Sufficient
Pacific International Hotel Management School	Sufficient
Manukau Institute of Technology	Sufficient
Toi Ohomai Institute of Technology	Sufficient
Auckland Institute of Studies	Sufficient

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Education Organisation	Final rating
Aspire2 International Hospitality and Healthcare Ltd	Sufficient
North Shore International Academy	Sufficient

Introduction

The purpose of this 120 credit, level 5 qualification, is to provide the hospitality sector with people who are able to work as junior or trainee hospitality managers, supervisors or team leaders across a range of hospitality sectors.

Graduates of this qualification will have enhanced employment opportunities within junior or trainee hospitality management, supervisor or team leader roles across a range of establishments in the hospitality sector.

This qualification establishes standards of professional practice for hospitality managers, supervisors or team leaders in a junior or trainee role that can provide customers with confidence in a range of hospitality environments.

Graduates will be able to work autonomously in a range of hospitality environments with some responsibility for the management and learning of others.

This qualification was developed by ServiselQ Industry Training Organisation.

Consistency review meetings were held in Wellington and Auckland on consecutive days. Fourteen organisations presented.

In addition to the education organisations, the consistency review was attended by a representative from ServiselQ as the Qualification Developer, and an observer from Ignite Colleges which has a programme leading to this qualification but no graduates.

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.

The following types of evidence were provided:

- Graduate destination data
- Graduate feedback
- Next level tutor / lecturer feedback
- Employer feedback
- Moderation – internal and external results
- Programme related evidence

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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?

Graduate destination data was provided by most education organisations and shows that overall at least half go onto further study and the remainder go to work in the hospitality industry as the qualification intended.

Those that continue in study almost exclusively continue onto the Level 6 New Zealand Diploma in Hospitality Management or related study in hospitality and tourism. Some graduates progress immediately to a related bachelor's degree programme.

Graduate feedback was not sought by all education providers and the quality of the survey tools varied. In some cases where graduates transitioned to higher levels, the education organisation did not capitalise on the ready access they had to graduate feedback.

Next tutor/lecturer feedback was the most accessible but the least well utilised evidence. Where this evidence was provided it was generally adhoc, in terms of the quality of the process, questions or detail regarding the context. Analysis of the evidence was also less evident.

Employer feedback required a lot of effort by many education organisations and the number and quality of the responses was variable. This was due to the quality of the survey tool and the extent to which some employers were able to comment. Education organisations may need to consider other avenues, such as utilising the industry engagement opportunities to gather information.

Programme mapping_course to learning outcomes and to the graduate outcomes was clearly evident and comprehensive from most education organisations. Many provide a form of practicum or work experience to provide real life, authentic and contextualised environments to enhance learning. Several programmes have embedded the level 5 qualification into the first year of a bachelor's degree providing a built-in pathway for graduates.

Internal and external moderation is occurring systematically in almost all education organisations although programme review was less evident.

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

Special Focus

None

Examples of good practice

Efforts were made by some education organisations to demonstrate the level graduates are working at within the hospitality industry. Where evidence was provided it indicated that graduates are working in trainee hospitality management, supervisor or team leader roles, as the qualification intended.

Two education organisations were able to show sustained employment with progression by their graduates, in the hospitality industry of over a year or more. This provided strong evidence of not only the benefits and utility of this qualification, but also the capabilities of the graduates to meet the graduate outcomes.

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One education organisation was tracking and recording requests from employers for the education organisation's graduates and the outcome of those requests, which is useful evidence and could be utilised further to provide supporting evidence that graduates had met the graduate outcomes.

Where comprehensive and relevant data has been collected and analysed, the education organisations are not only providing valid evidence of the graduate outcomes being met by graduates but also gathering meaningful data for programme review.

Issues and concerns

The analysis of data collected was variable. Where analysis had occurred few education organisations demonstrated the use of those findings. Generally little analysis of the data occurred, mostly a rating or percentage was noted. However, a simple rating does not provide an opportunity for further analysis or interrogation of the data to better understand to what extent the graduates meet the graduate outcomes.

A number of education organisations did not take the opportunity to submit further evidence discussed at the consistency review.

Recommendations to Qualification Developer

There was general satisfaction with the current qualification. There is interest in looking to reconvene the Hospitality Education Providers Forum (HEPF) to explore how to better support and promote hospitality as a legitimate career pathway through qualification development and industry.