

Qualification Title: New Zealand Diploma in Hospitality Management (Level 6)

Qualification number: 2540

Date of review: 9 March 2021

This report refers to graduates awarded this qualification between **1st January 2017 and 31st December 2020**

Final decision on consistency of the qualification: National consistency is confirmed

Threshold:

The threshold to determine sufficiency with the graduate profile for the qualification was determined as evidence that a graduate is able to work in management roles with minimal supervision across a range of hospitality sectors. Specifically, a graduate can:

- Manage and develop hospitality staff to ensure positive customer experiences.
- Select and apply a range of communication, consultation, negotiation and reporting strategies to facilitate positive staff relationships in hospitality management situations.
- Analyse and apply financial management techniques to attain productivity, yield and profitability requirements for a hospitality operation.
- Select and apply a range of strategic solutions, in response to changes in the hospitality business environment, in order to maintain or improve hospitality business performance.
- Plan and develop future business strategies that encompass financial management, product development, sales and marketing and continuous improvement processes in a hospitality environment.

The agreed threshold statement is essentially identical to the Graduate Profile Outcome (GPO) statement. It was noted that Version 2 of the qualification has just been registered and, after review, the GPOs remain unchanged in the new version.

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 Ltd.	Sufficient
7530	Aspire2 International Hospitality & Healthcare Ltd.	Sufficient
8661	NZ Management Academies Ltd.	Sufficient
8457	Pacific International Hotel Management School	Sufficient
6015	Southern Institute of Technology Ltd.	Sufficient
6025	Toi Ohomai Institute of Technology Ltd.	Sufficient
8530	Auckland Institute of Studies Ltd.	Sufficient

Final Consistency Review Report

Introduction

This 120 credit, Level 6 diploma qualification is designed to prepare graduates for management roles within the hospitality industry. It is generally accepted that few graduates progress to management roles directly on entry to the workforce, but once they have 'proved themselves' there is good evidence that they achieve rapid progression within the industry.

The qualification has no strands but is designed to enable graduates to take up a wide range of opportunities across the hospitality sector.

In the period under consideration (2017 - 2020) there have been 859 graduates from seven providers. Three providers account for 95% of these graduates, the majority of whom are international students. Several providers use this qualification as a pathway to further study for the final year of a degree.

A review of this qualification is now completed, and Version 2 has been recently registered on the framework. As noted above, the revised qualification is essentially unchanged with the existing qualification being viewed by stakeholders as being fit for purpose.

Evidence

The education organisations provided a range of evidence to demonstrate that its 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.

Evidence included: programme mapping against the graduate profile outcomes, examples of moderation practice, graduate surveys and focus groups, employer and next-level tutor feedback.

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?

All providers were able to demonstrate clearly how their programmes of study related to the graduate profile. In general, the supporting evidence from graduate feedback was representative and highly supportive of the consistency of graduate outcomes. Some self-assessments were highly reflective with careful evaluation of the evidence presented.

Special Focus (includes special focus on a strand or outcome)

Particular attention was paid to whether this programme adequately prepared graduates for management roles within the industry. Although few graduates enter such roles in their first positions, there was clear evidence that gaining this qualification assisted career progression to supervisory roles.

Final Consistency Review Report

Examples of good practice

The following evidence of good practice were noted in the evidence portfolios of several providers:

- Comprehensive mapping of the programme against the graduate profile outcomes
- Extensive efforts to follow up graduates after graduation and to follow their career progress
- Comprehensive moderation processes fostering continuous improvement in assessment
- Extensive use of industry placements within programmes of study
- Strong partnership relationships with industry.

Issues and concerns

None

Recommendations to Qualification Developer

The qualification has recently been reviewed and is working well.