

Qualification Title: New Zealand Certificate in Alpine Resort Operations (Level 3)

Qualification number: 3224

Date of review: 21 October 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 that graduates of this qualification will be able to safely and effectively undertake an operational role to provide guest experiences within New Zealand alpine resort areas (excluding accommodation resorts) by:

- taking responsibility for own professional conduct and development while carrying out role as a member of a team in an alpine resort;
- applying knowledge of the unique characteristics and operations of an alpine resort to guide own practice;
- identifying risks and responding to hazards while applying safe working procedures and practices within an alpine resort operation; and
- applying communication skills and customer service techniques to respond to the needs of alpine resort guests.

Education Organisations with sufficient evidence

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

MOE Number	Education Organisation	Final rating
8129	Skills Active Aotearoa Limited	Sufficient

Introduction

This 40-credit level 3 qualification is designed to provide the outdoor recreation industry with graduates who can work in a variety of roles across departments within an alpine resort. The qualification is foundational and provides pathways to more specialised qualification in the field of alpine operations. Graduates of this qualification can benefit the community and the economy of New Zealand in terms of tourism revenue and recreational experiences.

One organisation delivered the qualification and from January 2017 to December 2020 had 2679 graduates. The numbers dropped dramatically in 2020 due to Covid-19. There were a significant number of internationals employed in the alpine resort industry who were unable to enter New Zealand that year. The industry also reduced its capacity due to extended lockdown closures and Covid-19 related restrictions.

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Evidence

The education organisation 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; and
- 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 submissions are expected to include evidence that the programmes are robust and will meet the requirements of the qualifications, that graduates' destinations match the intent of the programme, and that graduates are competent in applying the GPOs in the workplace as substantiated by graduate and employer 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?

Programme evidence was provided with moderation evidence being particularly strong. However, there were some gaps in employer feedback and destination data.

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

Assessment materials were internally pre and post assessment moderated with samples indicating changes that had been made to ensure they met the required standard. Key training staff in each organisation, including assessors and evidence verifiers, are well supported by Skills Active.

Issues and concerns

Covid-19 has seriously disrupted the industry and survival is uppermost in employers' minds. Gaining feedback over the last 12 months proved difficult, leaving gaps in the data provided.

Recommendations to Qualification Developer

As this qualification has recently been reviewed and Version two developed, there were no suggestions for the qualification developer.

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