

Qualification Title: New Zealand Certificate in Food and Beverage service (Level 3) with strands in Café Services, Bar Services, Buffet Services, Function Services, Barista, and Quick Service Restaurants Services

Qualification number: 2104

Date of review: 17/07/2105

Final decision on consistency: Consistency is confirmed

Threshold

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

Being able to work as a competent operator in normal work circumstances with limited supervision in their strand of food and beverage services. Normal work circumstances includes those usually encountered in the relevant work context day to day; it does not include rare or novel events, or events involving complex decision making.

Being able to apply a range of standard processes with consistent outputs at industry speed (eg a range of coffees for Barista strand at the speed required for their work environment; preparing and providing food service in a quick service restaurant for the quick service restaurant strand).

Tertiary Education Organisations with sufficient evidence

Final decision on sufficiency of TEOs evidence, will be updated as other TEOs show sufficient evidence

Tertiary Education Organisation	Final rating
Service IQ	Sufficient

Introduction

This 40 credit qualification is for learners who are, or wish to work at entry level in the Food and Beverage Service Industry, and has 7 strands. This qualification was developed by ServiceIQ in liaison with Industry, and was listed on the New Zealand Qualifications Framework (NZQF) in 2013.

The purpose of the qualification is to provide or credential competent employees for the food and beverage sector across a range of hospitality establishments. The strands in the qualification allow graduate to specialise in an area of food and beverage service.

This is the first consistency review for this qualification. Furthermore the review covers graduates of one strand from one provider (the only 2014 graduates).

Ten providers attended the review as observers, as they currently have no graduates.

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Evidence

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

The TEO provided a range of evidence to demonstrate that their graduates met the graduate profile outcomes for the only strand that had graduates (quick service restaurant strand).

The criteria used to judge the above evaluation question were (p10 NZQA consistency guidelines):

- The nature, quality and integrity of the evidence presented by TEO
- 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 TEO 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.

Employer attestation/Industry feedback

The TEO provided employer attestation of graduates meeting the graduate profile outcomes, and benchmarking to McDonald's Global Training curriculum.

Graduate feedback

Graduate feedback survey results were supplied which included data on current employment and usefulness of the skills and knowledge learned.

Graduate destination and progression

As well as destination data, progression data for progress to the level 4 qualification was presented.

The TEO also provided internal moderation data. The TEO self-assessment of how well the evidence demonstrated an appropriate fit with the graduate profile referenced competency based assessment against specific assessment standards.

Special Focus

There was no special focus. A review will be scheduled for late 2016 when there will be graduates from multiple providers and multiple strands. This will provide better evidence for consistency of the whole qualification.

Examples of good practice

- Employer attestation
- Graduate feedback survey with specific questions on usefulness and current employment
- Progression data

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Issues and concerns

None.

Recommendations to Qualification Developer

Collaborative development of a graduate destination/feedback survey which references the graduate profile for providers to use.

Recommendations to NZQA

That this qualification be reviewed again in 2016 when there will be graduates from multiple strands and providers.

This qualification will have large numbers of providers and graduates in the future, as well as graduates from multiple strands. The logistics for consistency reviews may include multiple regionally-based meetings.