

## National Diploma in Hospitality (Management) (Level 5)

**Level** 5

**Credits** 240

This qualification has been **reviewed**. The last date to meet the requirements is 31 December 2020

### Transition Arrangements

This qualification and both the National Diploma in Hospitality (Business Management) (Level 5) [Ref: 0883] and the National Diploma in Hospitality (Operational Management) (Level 5) with strands in Kitchen Management, Food and Beverage Management, Rooms Division Management, Functions Management, Quick Service Restaurants Management, and Food Service Management [Ref: 1245] have been reviewed and replaced by the New Zealand Diploma in Hospitality Management (Level 5) [Ref: 2539].

For detailed information see [Review Summaries](#) on the NZQA website.

### NZQF Registration Information

Process	Version	Date	Last Date for Assessment
Registration	1	August 2000	December 2010
Revision	2	June 2002	December 2010
Review	3	June 2006	December 2012
Revision	4	January 2008	December 2020
Revision	5	January 2010	December 2020
Review	6	April 2015	December 2020

### Standard Setting Body

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## National Diploma in Hospitality (Management) (Level 5)

<b>Level</b>	<b>5</b>
<b>Credits</b>	<b>240</b>

### Purpose

The holder of this qualification will have a sound knowledge of underpinning management theory as applicable to the hospitality industry and will be able to perform core, practical activities at an operational level.

This qualification is intended for people with no prior experience in hospitality but who wish to acquire broad knowledge and understanding of the operational divisions of this sector. The knowledge and understanding gained through attaining this qualification will provide sound preparation for entry into management-level positions within the hospitality industry, particularly in the areas of Food and Beverage Service, Accommodation, and Kitchen Production. The breadth of knowledge and practical experience acquired through this qualification will equip holders of the qualification to be valuable staff members across a range of operational divisions.

People awarded this qualification will be capable of leading a small team and/or managing a small business unit within a large establishment. They will be capable of applying management theory to operational situations as they arise. Holders of this qualification will also be able to provide high levels of customer service through the direct provision of operational service.

### Special Notes

This qualification is designed for a provider environment. It is expected that significant workplace experience will be incorporated into the provider's learning programmes either through facilities available on the provider's premises and/or through directed and/or self-directed work placements.

The selection of credits to meet the elective requirements will largely be determined by each provider through the design of their own learning programmes to meet national and local skill needs. Providers developing programmes of learning should be cognisant of the need in the hospitality sector for the development of broad management abilities such as: the use of computers, financial management and planning, quality management and improvement, people development, and resources administration and management when determining appropriate credits for the elective sets of this qualification.

People currently working in management positions in the hospitality industry and who wish to have their knowledge and skills recognised are advised to consider the National Diploma in Hospitality (Business Management) (Level 5) [Ref: 0883].

### Credit Range

	Compulsory	Elective 1	Elective 2
Level 2 credits	4	-	-
Level 3 credits	-	0-10	0-15
Level 4 credits	15	0-10	0-15
Level 5 or above credits	52	0-10	-
Minimum totals	71	10	15

	Elective 3	Elective 4	Elective 5
Level 3 credits	0-15	-	-
Level 4 credits	0-15	0-60	0-69
Level 5 or above credits	0-8	0-60	0-69
Minimum totals	15	60	0-69

### Requirements for Award of Qualification

#### Award of NQF Qualifications

Credit gained for a standard may be used only once to meet the requirements of this qualification.

Unit standards and achievement standards that are equivalent in outcome are mutually exclusive for the purpose of award. The table of mutually exclusive standards is provided in section 7 of the New Zealand Qualifications Authority (NZQA) *Rules and Procedures* publications available at <http://www.nzqa.govt.nz/ncea/acrp/index.html>.

Reviewed standards that continue to recognise the same overall outcome are registered as new versions and retain their identification number (ID). Any version of a standard with the same ID may be used to meet qualification requirements that list the ID and/or that specify the past or current classification of the standard.

### Summary of Requirements

- A minimum of 240 credits
  - Of which a minimum of 72 credits at Level 5 or above
  - Of which a minimum of 120 credits at Level 4 or above
- Compulsory standards
- Elective 1 – A minimum of 10 credits as specified
- Elective 2 – A minimum of 15 credits as specified
- Elective 3 – A minimum of 15 credits as specified
- Elective 4 – A minimum of 60 credits as specified
- Elective 5 – Balance

## Detailed Requirements

### Compulsory

The following standards are required

Business > Business Operations and Development > People Development and Coordination

ID	Title	Level	Credit
23394	Plan for and carry out staff selection	5	4

Service Sector > Hospitality > Food Safety

ID	Title	Level	Credit
167	Practise food safety methods in a food business	2	4
15275	Supervise staff under a food safety programme	4	10

Service Sector > Hospitality > Hospitality Management

ID	Title	Level	Credit
16891	Demonstrate knowledge of commercial accommodation management	5	12
16892	Demonstrate knowledge of food and beverage management in a hospitality environment	5	15
16893	Demonstrate knowledge of hospitality facility utilisation	5	5
16894	Demonstrate knowledge of hospitality management control systems	5	6
16895	Demonstrate knowledge of purchasing and stores management in a hospitality environment	5	10

Service Sector > Hospitality > Hospitality - Specific Skills

ID	Title	Level	Credit
4646	Demonstrate knowledge of the Sale of Liquor Act 1989 and its implications for licensed premises	4	2
16705	Demonstrate knowledge of host responsibility requirements as a duty manager of licensed premises	4	3

### Elective 1

A minimum of 10 credits at Level 3 or above

Field	Subfield	Domain
Service Sector	Hospitality	Cookery

**Elective 2**

A minimum of 15 credits at Level 3 or above

Field	Subfield	Domain
Service Sector	Hospitality	Food and Beverage Service

**Elective 3**

A minimum of 15 credits at Level 3 or above

Field	Subfield	Domain
Service Sector	Hospitality	Accommodation Services
		Guest Services
		Hospitality - Generic
		Hospitality - Specific Skills

**Elective 4**

A minimum of 60 credits at Level 4 or above

Field	Subfield	Domain
Business	Any	Any
Humanities	Communication Skills	Any

**Elective 5**

The balance of credits to achieve

A minimum of 240 credits

- Of which a minimum of 72 credits at Level 5 or above
- Of which a minimum of 120 credits at Level 4 or above

May come from the following

Field	Subfield	Domain
Business	Any	Any
Computing and Information Technology	Any	Any
Education	Adult Education and Training	Any
Humanities	Communication Skills	Any
Service Sector	Hospitality	Any
	Tourism	Any

## Credit Transfer Arrangements

For the purposes of this qualification, candidates may claim credit exemptions against the fields and subfields listed in Electives 4 and 5 for A, B, or C grade passes in NZDipBus papers as specified in the table below.

A maximum of four papers can be used for credit transfer.

Exemptions will apply only for the purposes of award of this qualification and will not appear on the Record of Learning.

The exemptions must be applied for on the application form in the Appendix and should be reported as part of the normal reporting of results. The usual credit exemption fee will apply. That fee must be paid before the application is processed.

Credit for			Exempt from		
Ref	No.	Title	Classification	Level	Credit
400	95001	Accounting Principles	Business	4	20
430	95002	Quantitative Business Methods	Business	4	20
432	95003	Office Management	Business	4	20
435	95004	Fundamentals of Small Business	Business	4	20
501	95006	Accounting Practices	Business	5	20
510	95007	Introduction to Commercial Law	Business	5	20
520	95008	The Economic Environment	Business	5	20
530	95009	Organisation and Management	Business	5	20
541	95010	Fundamentals of Marketing	Business	5	20
550	95011	Business Computing	Computing and Information Technology	5	20
560	95012	Business Communication	Humanities > Communication Skills	5	20
580	95014	Principles of Tourism	Business	5	20
601	95015	Financial Accounting	Business	6	20
602	95016	Management Accounting	Business	6	20
603	95017	Business Finance	Business	6	20
605	95018	Internal Auditing	Business	6	20



Credit for			Exempt from		
Ref	No.	Title	Classification	Level	Credit
611	95021	Business Law	Business	6	20
631	95024	Strategic Planning for Small Business	Business	6	20
632	94895	Operations Management	Business	6	20
633	94890	Human Resource Management	Business	6	20
635	95025	Employment Relations	Business	6	20
636	95026	Applied Management	Business	6	20
642	94891	Marketing Research	Business	6	20
644	94889	Buyer Behaviour and Communication Strategies	Business	5	20
648	95027	Marketing Planning and Control	Business	6	20
650	94892	Applied Computing	Computing and Information Technology	6	20
652	94893	Systems Development Project	Computing and Information Technology	6	20
655	94894	Information Systems Management	Computing and Information Technology	6	20
685	95029	Tourism Industry Management	Service Sector > Tourism	6	20

Candidates may also apply for credit exemption for NZDipBus papers from the preceding 100/200 series. The last date for assessment against papers in this series was December 2008. A paper from this series cannot be used in conjunction with the paper in the 400/500/600 series which replaced it.

Credit for			Exempt from		
Ref	No.	Title	Classification	Level	Credit
100	94001	Accounting Principles	Business	4	20
101	94818	Accounting Practices	Business	4	20
110	94820	Introduction to Commercial Law	Business	4	20
115	94002	Small Business Management	Business	4	20
130	94004	Organisation and Management	Business	4	20

Credit for			Exempt from		
Ref	No.	Title	Classification	Level	Credit
131	94821	Office Functions	Business	4	20
140	94005	Business Communication	Humanities > Communication Skills	4	20
141	94006	Marketing Principles	Business	4	20
150	94007	Computer Concepts	Computing and Information Technology	4	20
160	94825	Quantitative Business Methods	Business	5	20
180	94008	Principles of Tourism	Business	4	20
201	94833	Financial Accounting	Business	5	20
202	94834	Management Accounting	Business	5	20
203	94835	Business Finance	Business	6	20
204	94836	Management Accounting for Managers	Business	5	20
205	94837	Internal Auditing	Business	5	20
211	94840	Business Law	Business	5	20
215	94841	Advanced Small Business Management	Business	6	20
225	94843	International Trade and Finance	Business	6	20
227	94844	Entrepreneurial Planning	Business	5	20
232	94849	Operations Management	Business	6	20
233	94850	Human Resource Management	Business	6	20
234	94851	Planning and Control	Business	5	20
235	94852	Employment Relations	Business	6	20
236	94853	Applied Management	Business	6	20
241	94858	Buyer Behaviour	Business	6	20
242	94859	Marketing Research	Business	5	20
243	94860	Marketing Planning	Business	5	20
244	94861	Buyer Behaviour and Communication Strategies	Business	6	20



Credit for			Exempt from		
Ref	No.	Title	Classification	Level	Credit
247	94864	Marketing Applications	Business	5	20
248	94865	Marketing Planning and Control	Business	5	20
250	94866	Applied Computing	Computing and Information Technology	5	20
252	94868	Systems Development Project	Computing and Information Technology	5	20
255	94869	Information Management	Computing and Information Technology	5	20
275	94875	Lending and Securities	Business	6	20
280	94876	Management Accounting for the Hospitality Industry	Service Sector > Hospitality	5	20
285	94009	Tourism Industry Management	Service Sector > Tourism	5	20

## Transition Arrangements

### Version 5

Version 5 was issued following a revision, which brought about by a review of the standards in the *Business* field. This revision amended classifications, titles, levels and credits and replaced some standards with new versions.

#### Changes to structure and content

- The Compulsory credit requirement decreased from 77 to 71.
- Standard 23394 replaced standard 7450.
- In Elective 3, the *Hospitality-Generic* and *Hospitality-Specific Skills* domains replaced the *Hospitality Operations* domain.
- The review date was extended to 2011.

For detailed information see Review Summaries on the NZQA website.

People currently working towards version 4 may either complete the requirements of that version or transfer their results to version 5.

This qualification contains a standard that replaces an earlier standard. For the purposes of this qualification, people who have gained credit for the expiring standard are exempt from the requirement to gain credit for the replacement standard – see table below.

Credit for	Exempt from
7450	23394

This qualification contains a classification that replaces an earlier classification. For the purposes of this qualification, people who have gained credit for standards in the expiring classification may continue to use those credits to meet the qualification requirements of Elective 3 – see table below.

<b>Standards from</b>	<b>Are treated as Standards from</b>
Service Sector > Hospitality > Hospitality Operations	Service Sector > Hospitality > Hospitality – Generic

**Previous versions of the qualification**

Version 4 was issued to update the credit transfer arrangements.

Version 3 was issued following review. The standards in the Hospitality Management section and standards 167, 4646, and 16705 from the Hospitality Operations Compulsory section were combined in a revised Compulsory section in order to make the management emphasis of the qualification more transparent. Listed standards were replaced by elective sets allowing credits from relevant subfields and domains.

Version 2 was issued following revision. The revision was made to provide a closer match with the requirements of the New Zealand Diploma in Hospitality Management and to include credit exemptions for New Zealand Diploma in Business (NZDipBus) papers.

Version 1 of this qualification replaced two previous national qualifications in Hospitality Management: the non-standard based National Diploma in Hospitality Management and the New Zealand Diploma in Hospitality Management [103260]. The final date for award of those qualifications was December 2005. For information regarding transition arrangements please contact ServiceIQ (contact details below).

**Other standard setting bodies whose standards are included in the qualification**

NZQA

**Certification**

The certificate will display the logos of NZQA, ServiceIQ and the accredited organisation.

**Classification**

This qualification is classified according to the NQF classification system and the New Zealand Standard Classification of Education (NZSCED) system as specified below.

DAS Classification		NZSCED	
Code	Description	Code	Description
310	Service Sector > Hospitality	110101	Food, Hospitality and Personal Services > Food and Hospitality > Hospitality

**Quality Management Systems**

Providers and Industry Training Organisations must be accredited by a recognised Quality Assurance Body before they can register credits from assessment against standards. Accredited providers and Industry Training Organisations assessing against standards must engage with the moderation system that applies to those standards. Accreditation requirements and the moderation system are outlined in the associated Accreditation and Moderation Action Plan (AMAP) for each standard.

Reviewed

## Application Form for Exemptions from Elective Credits in the National Diploma in Hospitality (Management) (Level 5)

To be completed by all applicants and processed, in the first instance, through the applicant's accredited training provider or Industry Training Organisation (ITO).

**Section A** is to be completed by all applicants.

**Section B** is to be completed for any of the listed subjects where evidence is available that the applicant has passed or been exempted the subject(s). An appropriately responsible person at the accredited training provider or ITO must sight original result notices.

**Section C** must be signed by the accredited training provider or ITO to certify that the results recorded are correct.

IN ALL CASES APPLICANTS MUST HAVE PAID THE NATIONAL QUALIFICATIONS REGISTRATION (HOOK ON) FEE (\$25.00) BEFORE THE APPLICATION CAN BE PROCESSED BY THE QUALIFICATIONS AUTHORITY. THE USUAL EXEMPTION FEE OF \$1 PER CREDIT WILL APPLY. THAT FEE MUST ALSO BE PAID BEFORE THE APPLICATION IS PROCESSED.

Completed forms are to be sent to:

Tertiary Records  
New Zealand Qualifications Authority  
PO Box 160  
Wellington 6140

# Application Form for Exemptions from Elective Credits in the National Diploma in Hospitality (Management) (Level 5)

All relevant sections of this form must be completed.

PLEASE USE BLOCK LETTERS

## Section A - Personal Details

Surname (family name) <input style="width: 95%; height: 20px;" type="text"/>	First Names (given names). Enter all names in full <input style="width: 95%; height: 20px;" type="text"/>
Record of Learning ID No. <input style="width: 95%; height: 20px;" type="text"/>	Date of Birth <input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/> 19 <input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/> Day Month Year
Teaching Institution which is processing the application:	<input style="width: 95%; height: 20px;" type="text"/>

## Section B - Confirmation of Academic Record

*This section is only to be completed when the student has provided documentary proof of subject passes.*

Candidates may claim credit exemptions against the fields and subfields listed in Electives 4 and 5 for A, B, or C grade passes in NZDipBus papers from the 100/200 series or the 400/500/600 series. A paper from the 100/200 series cannot be used in conjunction with the paper in the 400/500/600 series that replaced it.

A maximum of 4 papers can be used for credit transfer.

Paper id	Subject Name	Year Passed	Field or subfield	Level

**Section C - Declaration by Accredited Provider**

This is to certify that the results recorded in Section B above are correct.

**SIGNED BY PROVIDER/ITO:**

**NAME (*please print*):**

**DESIGNATION:**

**DATE:**

Reviewed