

## **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 Services Management**

<b>Level</b>	<b>5</b>
<b>Credits</b>	<b>120</b>

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 (Management) (Level 5) [Ref: 0769] 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: 0883] have been reviewed and replaced by the New Zealand Diploma in Hospitality Management (Level 5) [Ref: 2539].

The last date for entry into the replaced national qualifications is 31 December 2017. The last date for award of these qualifications will be 31 December 2020 at which time the qualification will be discontinued. From that date no results can be reported against the qualifications.

It is recommended that candidates currently enrolled in programmes leading to the replaced qualification and unable to complete by 31 December 2017 transfer their existing achievement to this qualification.

This qualification contains some expiring unit standards. Any candidate enrolled into an expiring unit standard must complete and report the assessment before the standard's expiry date as follows:

- Standard 1988, in the Core, expires 2018.
- Standards 25021 and 25023 in the Food Service Management strand expire in 2016.

Standards 24517 and 24518 in the Functions Management strand expire in 2017.

It is anticipated that no existing candidates will be disadvantaged by these transition arrangements. However, anyone who feels that they have been disadvantaged may appeal to ServicelQ at the address below. Appeals will be considered on a case by case basis.

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

**NZQF National Qualification Registration Information**

Process	Version	Date	Last Date for Assessment
Registration	1	June 2006	December 2010
Review	2	December 2007	December 2012
Revision	3	September 2008	December 2012
Revision	4	January 2010	December 2013
Review	5	February 2011	December 2020
Review	6	April 2015	December 2020

**Standard Setting Body**

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Reviewed

## **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 Services Management**

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### **Purpose**

This qualification is intended for people with prior experience in hospitality and who wish to acquire the knowledge and skills to manage a business unit within a large enterprise. It is suitable for people who hold, or aspire to hold an operational manager's position in the kitchen, food and beverage, rooms division, functions, quick service restaurant or food services areas.

The core compulsory section of this qualification covers knowledge and skills related to planning for and carrying out staff selection, planning and monitoring others' performance, supervising workplace operations, interpreting and using financial data and reports, delivering on-job training, assessing candidate performance, planning and implementing staff rosters, and hospitality management control systems.

The core elective section enables candidates to select standards from the *Hospitality* subfield that fit with their job roles.

The balance enables candidates to select standards from the subfields and domains of *Business Culture and Environment*, *Business Operations and Development*, *Generic Computing*, *Communication Skills* and *Hospitality* that fit with their job roles.

The Kitchen Management strand covers knowledge and skills related to purchasing and stores management; designing a commercial kitchen; developing a maintenance schedule; and planning, developing, implementing and evaluating a menu.

The Food and Beverage Management strand covers knowledge and skills related to food and beverage management, purchasing and stores management and managing a food and beverage operation.

The Rooms Division Management strand covers knowledge and skills related to commercial accommodation management and hospitality facility utilisation.

The Functions Management strand covers knowledge and skills related to managing a functions operation, planning a function and generating function sheets.

The Quick Service Restaurants Management strand covers knowledge and skills related to supervising staff under a food safety programme and managing a quick service restaurant.

The Food Services Management strand covers knowledge and skills related to supervising and monitoring standards of catering operations and staff, monitoring catering revenue and costs, developing menus to meet special dietary and cultural needs, managing a food services operation and implementing and monitoring environmentally sustainable work practices.

This qualification can lead on from the National Certificate in Hospitality (Restaurant Service) (Level 4) [Ref: 1557]; National Certificate in Hospitality (Hotel Reservations) (Level 4) [Ref: 1273]; National Certificate in Hospitality (Operations Supervision) (Level 4) with strands in Food and Beverage Service, Gaming, Accommodation, and Front Office [Ref: 0882]; National Certificate in Hospitality (Cookery) (Level 4) [Ref: 0554]; National Certificate in Hospitality (Quick Service Restaurants) (Level 4) [Ref: 1492]; National Certificate in Hospitality (Food Services) (Level 4) [Ref: 1424], and the National Certificate in Hospitality (Functions Coordination) (Level 4) [Ref: 1339].

This qualification is the end of the formal qualification pathway for staff working in Hospitality Operational Management roles.

### Special Notes

This qualification has been designed for workplace training and assessment.

Candidates for this national diploma will have demonstrated operational skills at Levels 2, 3 or 4 that are relevant to their chosen strand, or will have equivalent experience.

### Credit Range

	Core Compulsory	Core Elective	Balance
Level 4 credits	24	0-20	-
Level 5 and above credits	21	0-20	5-38
Total	45	20	5-38

	Kitchen Management Strand	Food and Beverage Management Strand
Level 5 or above credits	50	45
Strand total	50	45

	Rooms Division Management Strand	Functions Management Strand
Level 4 credits	-	13
Level 5 or above credits	17	15
Strand total	17	28

	Quick Service Restaurants Management Strand	Food Services Management Strand
Level 4 credits	10	23
Level 5 or above credits	20	25
Strand total	30	48

## Requirements for Award of Qualification

### Award of NZQF National 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 on the New Zealand Qualifications Authority (NZQA) website: <http://www.nzqa.govt.nz/qualifications-standards/standards/standards-exclusion-list/>.

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 120 credits at Level 4 or above
  - Of which a minimum of 72 credits at Level 5 or above
- Core Compulsory standards
- Core Elective – A minimum of 20 credits as specified
- Balance Set – Balance

One of the following strands is required

- Kitchen Management Strand
- Food and Beverage Management Strand
- Rooms Division Management Strand
- Functions Management Strand
- Quick Service Restaurants Management Strand
- Food Services Management Strand

## Detailed Requirements

### Core 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
23397	Plan and monitor performance of others	5	6

Business > Business Operations and Development > Systems and Resources Management

ID	Title	Level	Credit
1988	Supervise workplace operations	4	6

Business > Financial Management > Financial Skills

ID	Title	Level	Credit
8503	Interpret and use financial data and reports for business decision-making	5	5

Education > Adult Education and Training > Delivery of Adult Education and Training

ID	Title	Level	Credit
7108	Deliver on-job training for adult trainees	4	8

Education > Generic Education and Training > Assessment of Learning

ID	Title	Level	Credit
4098	Use standards to assess candidate performance	4	6

Service Sector > Hospitality > Hospitality - Generic

ID	Title	Level	Credit
17553	Plan and implement hospitality staff rosters	4	4

Service Sector > Hospitality > Hospitality Management

ID	Title	Level	Credit
16894	Demonstrate knowledge of hospitality management control systems	5	6

**Core Elective**

A minimum of 20 credits at Level 4 or above

Field	Subfield	Domain
Service Sector	Hospitality	Any

**Balance Set**

The balance of credits to achieve

A minimum of 120 credits at Level 4 or above

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

May come from the following

Field	Subfield	Domain
Business	Business Environment	Business Culture and Environment

Field	Subfield	Domain
	Business Operations and Development	Any
Computing and Information Technology	Computing	Generic Computing
Humanities	Communication Skills	Any
Service Sector	Hospitality	Any

### Kitchen Management Strand

The following standards are required

Service Sector > Hospitality > Hospitality Management

ID	Title	Level	Credit
16895	Demonstrate knowledge of purchasing and stores management in a hospitality environment	5	10
22031	Analyse the requirements for a design brief for a commercial kitchen	5	15
22032	Develop a maintenance schedule in the hospitality industry	5	5
22033	Plan, develop, implement, and evaluate a menu in the hospitality industry	5	20

### Food and Beverage Management Strand

The following standards are required

Service Sector > Hospitality > Hospitality Management

ID	Title	Level	Credit
16892	Demonstrate knowledge of food and beverage management in a hospitality environment	5	15
16895	Demonstrate knowledge of purchasing and stores management in a hospitality environment	5	10
22340	Manage a food and/or beverage operation in a commercial hospitality environment	5	20

### Rooms Division Management Strand

The following standards are required

Service Sector > Hospitality > Hospitality Management

ID	Title	Level	Credit
16891	Demonstrate knowledge of commercial accommodation management	5	12
16893	Demonstrate knowledge of hospitality facility utilisation	5	5

**Functions Management Strand**

The following standards are required

## Service Sector &gt; Hospitality &gt; Hospitality Management

ID	Title	Level	Credit
24516	Manage a functions operation in a commercial hospitality environment	5	15

## Service Sector &gt; Hospitality &gt; Hospitality - Specific Skills

ID	Title	Level	Credit
24517	Plan a function for a commercial hospitality establishment	4	8
24518	Generate function sheets for commercial hospitality establishments	4	5

**Quick Service Restaurants Management Strand**

The following standards are required

## Service Sector &gt; Hospitality &gt; Food Safety

ID	Title	Level	Credit
15275	Supervise staff under a food safety programme	4	10

## Service Sector &gt; Hospitality &gt; Hospitality Management

ID	Title	Level	Credit
26369	Manage a quick service restaurant	5	20

**Food Services Management Strand**

The following standards are required

## Service Sector &gt; Hospitality &gt; Food Services

ID	Title	Level	Credit
22887	Supervise and monitor standards of catering operations and staff in food services	4	10
25021	Monitor catering revenue and costs	4	4
25023	Develop menus to meet special dietary and cultural needs	4	6

## Service Sector &gt; Hospitality &gt; Hospitality - Generic

ID	Title	Level	Credit
25514	Implement and monitor environmentally sustainable work practices in the hospitality industry	4	3



## Service Sector &gt; Hospitality &gt; Hospitality Management

ID	Title	Level	Credit
26609	Manage a food services operation	5	25

## Transition Arrangements

### Version 5

Version 5 was issued following a review.

Changes to structure and content

- Two strands in Quick Service Restaurants Management and Food Services Management were added.
- Core elective section was added.
- The strand elective sections were removed from the Kitchen Management strand, the Food and Beverage Management strand and the Rooms Division Management strand.
- The title for standard 22031 was updated.

For detailed information see Review Summaries on the NZQA website.

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

Credit for	Exempt from
16616	23397
11994	23394

People currently working towards versions 2, 3 or 4 may either complete the requirements of that version or transfer their results to version 5.

Any candidate who thinks they have been disadvantaged by these arrangements should, in the first instance, contact ServiceIQ, details below.

### Previous versions of the qualification

Version 4 was issued following a revision, which was 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. The revision also amended classifications replacing the lapsing *Hospitality Operations* domain. Standard 23394 replaced standard 7450, and standard 8494 was removed from the Core Compulsory and not replaced.

Version 3 was issued following revision.

Version 2 was issued following review.

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

NZQA

### Certification

This certificate will display the logos of NZQA, ServiceIQ and the organisation that has been granted consent to assess against standards that meet the requirements of the qualification (accredited).

### Classification

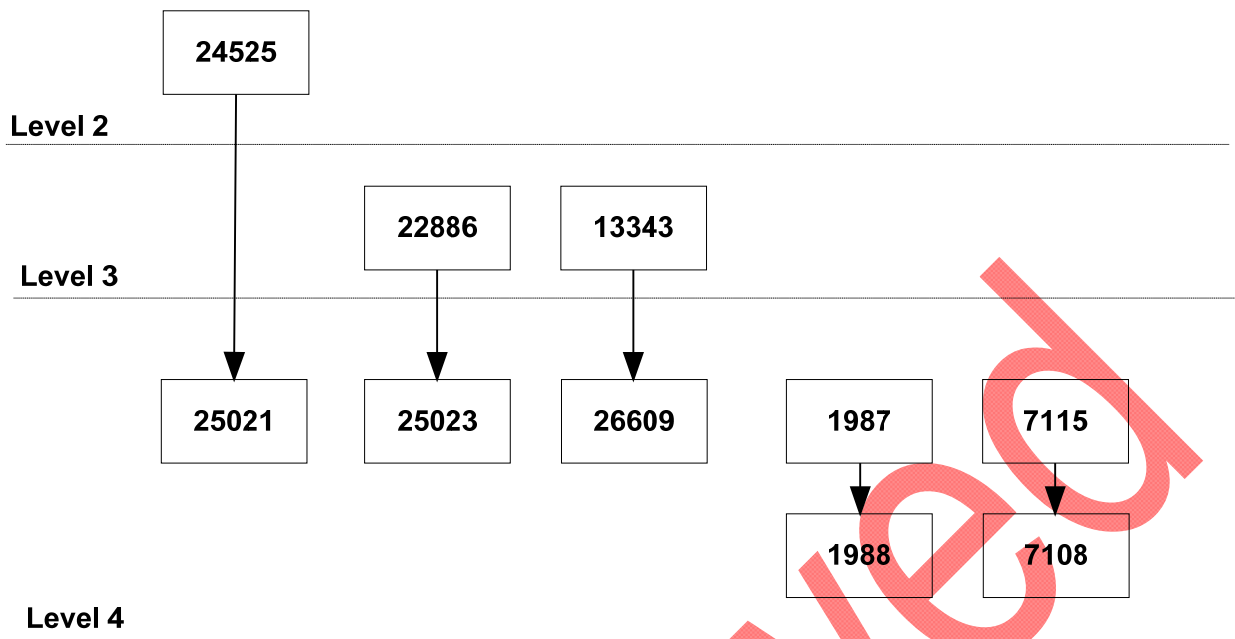
This qualification is classified according to the classification system listed on the Directory of Assessment Standards (DAS) and the New Zealand Standard Classification of Education (NZSCED) system as specified below.

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 granted consent to assess 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.

### Recommended Diagram



Reviewing