

FIELD	SERVICE SECTOR
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Review and Revision of *Hospitality* qualifications

Review

- **National Certificate in Hospitality (Accommodation Services) (Level 2) with an optional strand in Motel Housekeeping [Ref: 0551]**
- **National Certificate in Hospitality (Advanced Food and Beverage Service) (Level 4) with strands in Food Service, Beverage Service, Wine Service, Gaming, Guéridon and Silver Service, and Function Supervision [Ref: 0915]**
- **National Certificate in Hospitality (Food and Beverage Service) (Level 2) with strands in Counter Food Service, Takeaway Food Service, Table Food Service, Buffet Food Service, and Beverage Service [Ref: 0555]**
- **National Certificate in Hospitality (Food and Beverage Service) (Level 3) with strands in Food Service, Barista Service, Beverage Service, Beer Service, Wine Service, and Operations [Ref: 0556]**
- **National Certificate in Hospitality (Front Office) (Level 3) [Ref: 0557]**
- **National Certificate in Hospitality (Guest Services) (Level 2) [Ref: 0558]**
- **National Certificate in Hospitality (Kitchen Assistant) (Level 2) [Ref: 0559]**
- **National Certificate in Hospitality (Operations Supervision) [Ref: 0882]**

Revision

- **National Certificate in Hospitality (Level 1) [Ref: 0587]**

The Hospitality Standards Institute has completed the review of the qualifications listed above, except for the National Certificate in Hospitality (Level 1) [Ref: 0587], which was revised.

Date new versions published

September 2006

The next qualification review is planned to take place during 2010.

Summary of review and consultation process

Over 2005 Advisory Groups representing the different sectors of the Hospitality industry were convened to look at their existing qualifications to see if they were still fit for purpose as a result of unit standard reviews that had taken place in 2004 and 2005. The above qualifications were examined and amended to reflect current industry needs.

These were submitted individually to NZQA throughout 2005. As a result of these qualifications being separately reviewed a lack of coherency became apparent when the qualifications were evaluated. The ITO worked on a career pathway that made it clear to candidates how existing and new qualifications linked together. This work was completed in late 2005 and approved by the relevant industry groups.

In March 2006 a further meeting was held with provider representatives and industry to consider the overlap between the Level 1 (Foundation Skills) and proposed Level 2 (Entry Skills) qualifications and the existing Kitchen Assistant qualification. This resulted in the recommendation that the Kitchen Assistant qualification be designated expiring as it was no longer fit for purpose.

A National Certificate in Hospitality (Level 3) and a National Certificate in Hospitality (Hotel Reservations) (Level 4) are still in the development process.

Main changes resulting from the review

- Changes to titles
- Changes in structure
- Changes in credit totals
- Addition and deletion of standards within the qualifications
- Changes in purpose statements to reflect the career pathways
- Expiry of one qualification
- One new qualification has been developed: the **National Certificate in Hospitality (Entry Skills) [Ref: 1257]**.

National Certificate in Hospitality (Accommodation Services) (Level 2) with an optional strand in Motel Housekeeping [Ref: 0551]

Changes to structure and content

- Total minimum credits required increased from 46 to 48
- Elective credits increased from 21-23
- Standard 1979 replaced with standard 1978 in the compulsory section
- Standards 14454 and 14457 shifted from the elective to the compulsory section
- Standards 16799, and 22337 added to the elective section
- Reviewed standards updated
- Elective section extended to include all of the Hospitality subfield.

Transition

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

The last date for people to complete previous versions is **31 December 2008**.

For the purposes of this qualification people who have gained credit for the removed standard are exempt from the requirement to gain credit for the replacement standard.

Credit for	Exempt from
1979	1978

National Certificate in Hospitality (Advanced Food and Beverage Service) (Level 4) with strands in Food Service, Beverage Service, Wine Service, Gaming, Guéridon and Silver Service, and Function Supervision [Ref: 0915]

National Certificate in Hospitality (Specialist Food and Beverage Service) (Level 4) with strands in Advanced Food Service, Advanced Beverage Service, Advanced Wine Service, and Guéridon and Silver Service [Ref: 0915]

Changes were made to give the qualification a clear focus on specialists working within food and beverage.

Changes to structure and content

- Descriptor changed in qualification title from 'Advanced' to 'Specialist' Food and Beverage Service
- Credit totals changed from 98-114 depending on strand to 82-97 depending on strand.
- Gaming and Function Supervision Strands removed
- Descriptor added to Food, Beverage and Wine Service strands
- Purpose statement reworded for clarity
- Standards 168 and 4098 moved from core compulsory to core elective
- Standard 7114 removed, and standards 16705 and 20666 added to the core compulsory section
- Standard 22267 added to the Advanced Food Service Strand
- Standards 16645 and 17551 removed, and standards 4645,17282, 22268, 22912 and 23060 added to the Advanced Beverage Service Strand
- Standards 22267, 22912 and 23060 added to the Advanced Wine Service Strand
- Standard 17552 removed from Guéridon and Silver Service Strand
- Standards 16645, and 18172-18179 removed, and standards 7108, 9704,14428,15274, 22267, 22268, 22912, and 23060 added to the core elective.

Transition

People currently working towards version 3 of this qualification may either complete the requirements of that version or transfer to version 4.

Candidates working towards the Gaming Strand or the Function Supervision Strand may wish to transfer to the National Certificate in Hospitality (Operations Supervision) (Level 4) with strands in Food and Beverage Service, Gaming, Accommodation, and Front Office [Ref: 0882].

The last date for people to complete version 3 is **31 December 2009**.

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.

Credit for	Exempt from
1979	1978
4636	22912 and 23060

National Certificate in Hospitality (Food and Beverage Service) (Level 2) with strands in Counter Food Service, Takeaway Food Service, Table Food Service, Buffet Food Service, and Beverage Service [Ref: 0555]

Changes to structure and content

- Purpose statement amended
- Standards' titles, levels and credits updated to reflect the outcome of the standards' review
- Standard 1979 substituted with 1978, and standards 2977, 20666 and 21854 added to the core compulsory section
- Standard 14421 removed from, and standards 14422 and 15904 added to, the Beverage Service Strand
- Core compulsory credits increased from 31 to 36
- Total credits changed from 51 to 49-51 depending on the strand

- Core elective credits reduced from 15 to 8, and are now limited to the Hospitality subfield, as the Interpersonal Communications domain has been removed.

Transition

People currently working towards an earlier version of this qualification may either complete the requirements of that version or transfer to version 5.

The last date for people to complete previous versions is **31 December 2008**.

For the purposes of this qualification people who have gained credit for the removed standards are exempt from the requirement to gain credit for the replacement standards.

Credit for	Exempt from
1979	1978
1300	9677

National Certificate in Hospitality (Food and Beverage Service) (Level 3) with strands in Food Service, Barista Service, Beverage Service, Beer Service, Wine Service, and Operations [Ref: 0556]

National Certificate in Hospitality (Food and Beverage Service) (Level 3) with strands in Food Service, Barista, Beverage Service, Bar Service, Wine Service, and Functions Service [Ref: 0556]

Changes were made to the focus of the strands to reflect current industry practice.

Changes to structure and content

- Title amended to reflect changes to the strands
- Purpose statement amended
- Standards' titles, levels and credits updated to reflect the outcome of the standards' review
- Standards 20666, 21853 and 21854 added to the core compulsory section and standard 1979 substituted with unit standard 1978
- Barista Service Strand renamed Barista Strand, and standards 14435, 14440, 14441, 17286 and 17287 removed
- Standard 14421 removed from the Beverage Service Strand
- Beer Service Strand renamed Bar Service Strand, standards 14422 and 14428 removed and standard 14420 added
- Operations Strand removed
- Functions Service Strand added
- Cookery, Food and Beverage Service and Food Safety domains added to the elective section
- Core compulsory credits increased from 31 to 44
- Core elective credits decreased from 17-27 to 10-22
- Total credits increased from 65-75 to 72-75 depending on the strand.

Transition

People currently working towards version 3 of this qualification may either complete the requirements of that version or transfer to version 4.

The last date for people to complete version 3 is **31 December 2009**.

For the purposes of this qualification people who have gained credit for the following standards are exempt from the requirement to gain credit for the replacement standards.

Credit for	Exempt from
1979	1978
1300	9677
4636	22912, 23060

National Certificate in Hospitality (Front Office) (Level 3) [Ref: 0557]
National Certificate in Hospitality (Front Office) (Level 3) with an optional strand in Hotel Systems [Ref: 0557]

This qualification was restructured to recognise the skills of role holders in hotel systems: the operation of computerised booking systems and handling foreign exchange transactions.

Changes to structure and content

- Standards 111, 1979, and 14418 removed from the core compulsory section
- Standards 1978, 11831, 14416, 21853, and 21854 added to the core compulsory section
- Standard 14414 moved from the core compulsory section to the optional strand
- Inclusion of an optional strand and title amended
- Business Information Processing domain removed from the elective section
- Reviewed standards updated
- Classification of standard 11831 updated.

Transition

People currently working towards version 3 of this qualification may either complete the requirements for that version or transfer their credits to this version of the qualification.

The last date for people to complete version 3 is **31 December 2010**.

People who have gained credit for the expired unit standards are exempt from the requirement to gain credit for replacement unit standards as shown below.

Credit for	Exempt from
59 and 60	11831
1300	9677
1979	1978

National Certificate in Hospitality (Guest Services) (Level 2) [Ref: 0558]
National Certificate in Hospitality (Porter Services) (Level 2) [Ref: 0558]

This qualification was restructured to reflect the portering target group rather than being inclusive of front office personnel.

Changes to structure and content

- Change in qualification title
- Increase in total credit value from 46 to 48
- Purpose statement updated
- Standards 378,1978, 14402, 14404, 14406, 14407, 14464, 14467, and 20665 added and standards 1979 and 9677 deleted from the compulsory section
- Elective credits from Guest Services domain reduced from 8 to 3
- Total elective credits reduced from 15 to 3 and balance rule removed
- Reviewed standards updated.

Transition

People currently working towards version 2 of this qualification may either complete the requirements for that version or transfer their results to this version of the qualification.

The last date for people to complete version 2 is **31 December 2010**.

People who have gained credits for the removed unit standard are exempt from the requirement to gain credit for replacement unit standard as shown below.

Credit for	Exempt from
1979	1978

National Certificate in Hospitality (Kitchen Assistant) (Level 2) [Ref: 0559]

This qualification has been reviewed and designated expiring.

The new National Certificate in Hospitality (Entry Skills) [Ref: 1257] offers an equivalent introduction to the Hospitality industry and a pathway to the National Certificate in Hospitality (Cookery) (Level 2) [Ref: 0552] along with pathways to other careers in Hospitality.

Transition

People currently working towards version 1 or 2 of this qualification may either complete the requirements for that version or transfer to the National Certificate in Hospitality (Entry Skills) [Ref: 1257].

The last date for people to complete this qualification is **31 December 2010**.

National Certificate in Hospitality (Level 1) [Ref: 0587]

National Certificate in Hospitality (Foundation Skills) [Ref: 0587]

The above qualification has been revised.

Version 3 was issued to include career pathway information in the purpose statement and the descriptor Foundation Skills in the title.

People currently working towards version 2 of this qualification may either complete the requirements for that version or transfer their results to this version of the qualification.

Transition

There are no transition implications.

National Certificate in Hospitality (Operations Supervision) [Ref: 0882]

National Certificate in Hospitality (Operations Supervision) (Level 4) with strands in Food and Beverage Service, Gaming, Accommodation, and Front Office [Ref: 0882]

Changes were made to give the qualification a clear focus on supervisors in a junior or departmental manager's role.

Changes to structure and content

- Title has been changed to include the new strands
- Credit total changed from 87 to 76-110, depending on strand
- Purpose statement amended to reflect changes in the structure
- Gaming Strand added to the qualification, which was previously in the National Certificate in Hospitality (Advanced Food and Beverage Service) (Level 4) [Ref: 0915]
- Function Supervision Strand renamed Food and Beverage Service strand and added to the qualification. Function Supervision Strand was previously in the National Certificate in Hospitality (Advanced Food and Beverage Service) (Level 4) [Ref: 0915]
- New strands in Accommodation and Front Office have been added to offer a supervisory pathway for holders of Level 2 and 3 qualifications in Accommodation Services and Porter Services
- Core elective sections have been deleted
- Standards 167, 168, 377, 3491, 7114, 9679, 9706, 12349, 14465, 14466, 14469, 15274, 17548 have been removed and standards 7108, 11099, 16614, 16616, 19521, 21853, 21854 have been added to the core compulsory section
- 15274 moved from core compulsory to the Food and Beverage Service Strand
- Reviewed standards have been updated.

Transition

People currently working towards version 1 of this qualification may either complete the requirements of that version or transfer their results to this version of the qualification.

The last date for people to complete version 1 is **31 December 2010**.

Appeals

Candidates who feel they have been disadvantaged by these transition arrangements should contact the ITO at the address below.

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