

FIELD SERVICE SECTOR

Review of *Hospitality* unit standards

Subfield	Domain	Id
Hospitality	Food and Beverage Service	4645, 4646, 16705, 17553
	Guest Services	14410
	Hospitality Operations	14433, 14462-14466, 14468, 14469, 18172-18179, 21499, 21500, 21853-21856, 22604, 24517, 24518, 25513, 25514

The Hospitality Standards Institute has completed the review of the unit standards listed above.

Date new versions published

November 2009

Planned review date

December 2014

Summary of review and consultation process

The Hospitality Operations unit standards were reviewed with the stakeholders in July 2009. These included representatives from the hotel, restaurant, cafe, clubs, quick service restaurant and polytechnic sectors who all use these unit standards in their qualifications. Feedback received from the moderation process was considered and the standards looked at for fitness for purpose.

As part of the process the industry reviewed the appropriateness of the Hospitality Operations domain and decided to replace it with three new domains which reflected the particular skill sets. Two of the existing standards, 14468 and 21500, were designated as expiring. Unit standard 14468 was not used and therefore considered no longer fit for purpose. Unit standard 21500 is no longer necessary due to changes in the legislation that covers this area.

In addition, four standards from the Food and Beverage Service domain and one standard from the Guest Services domain have also been moved to the new domains.

Responsibility for the remaining two standards in the Hospitality Operations domain, standards 22605 and 22606, has been changed to the New Zealand Equine Industry Training Organisation, after a request from the TAB, as the industry representatives, to deal with a single industry training organisation. The standards were designated expiring in a separate review.

Changes made to the standards were endorsed by the stakeholders in August 2009.

Main changes resulting from the review

- Registered standards have been classified in the new domains Hospitality – Gambling, Hospitality – Generic, and Hospitality – Specific Skills.
- Standards 14468 and 21500 have been designated as expiring with no replacement.
- Changes have been made to titles, special notes, elements, performance criteria and ranges.
- Credits have been altered to correspond with changes in evidence requirements in standards 14463-14466, 21853, and 21854.
- The level of standard 14433 has been lowered from 3 to 2 and the levels of standards 14463 and 21854 have been raised from 2 to 3 to better reflect the evidence requirements of the standards.

Unit standards categorised as category D expire at the end of December 2012.

Impact on existing provider accreditations

Current Accreditation for			Accreditation extended to		
Nature of accreditation	Classification	Level	Nature of accreditation	Id	Level
Domain	Guest Services	2+	Standard	14410	2
Domain	Food and Beverage Service	3+	Standard	4645	3
		4+	Standard	16705, 17553, 4646	4
Domain	Hospitality Operations	2+	Standard	14462, 14466, 14469, 18174, 18176, 22604, 25513	2
			Standard	14463, 21854	3
		3+	Standard	14433	2
			Standard	14464, 14465, 18172, 18173, 18179, 21499, 21853	3
		4+	Standard	18175, 18177, 18178, 21855, 24517, 24518, 25514	4
		5+	Standard	21856	5

Impact on Accreditation and Moderation Action Plan (AMAP)

AMAP 0112 has been updated to reflect the changes made to the standards.

Impact on existing qualifications

Qualifications that contain the reviewed standards or classifications are tabled below.

Affected	The qualification lists a reviewed classification (domain or subfield) in an elective set The qualification lists a standard that has changes to level or credits The qualification lists a C or D category standard
Not materially affected	The qualification lists a standard that has a new title The qualification lists a standard that has a new classification

The following Hospitality Standards Institute qualifications are impacted by the outcome of this review and will be reviewed between 2010 and 2013. The standards that generated the status *Affected* are listed in **bold**.

Qualification Title and Reference	Standard in the qualification
National Certificate in Hospitality (Accommodation Services) (Level 2) with an optional strand in Motel Housekeeping [Ref: 0551]	14462, 14464-14466 , 14469
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]	4645, 14462, 14464-14466 , 14469, 21854
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]	4645, 14462, 14464-14466 , 14469, 21853, 21854
National Certificate in Hospitality (Front Office) (Level 3) with an optional strand in Hotel Systems [Ref: 0557]	14433 , 14462, 14464-14466 , 14468 , 14469, 21853, 21854
National Certificate in Hospitality (Porter Services) (Level 2) [Ref: 0558]	14462, 14464-14466 , 14468 , 14469
National Diploma in Hospitality (Management) (Level 5) [Ref: 0769]	4646, 16705
National Certificate in Hospitality (Operations Supervision) (Level 4) with strands in Food and Beverage Service; Gaming; Accommodation; and Front Office [Ref: 0882]	4646, 14433 , 14462, 14463 , 14464 , 16705, 17553, 18172-18179, 21499, 21853, 21854
National Diploma in Hospitality (Business Management) (Level 5) [Ref: 0883]	17553
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]	4645, 4646, 14433 , 16705
National Certificate in Hospitality (Small Business Management) (Level 4) [Ref: 1145]	14433 , 14464 , 14465 , 17553
National Diploma in Hospitality (Operational Management) (Level 5) with strands in Kitchen Management, Food and Beverage Management, Rooms Division Management, and Functions Management [Ref: 1245]	4646, 16705, 17553, 24517, 24518
National Certificate in Hospitality (Entry Skills) [Ref: 1257]	14462, 14469
National Certificate in Hospitality (Hotel Reservations) (Level 4) [Ref: 1273]	14433 , 14464 , 14465 , 14468 , 14469, 21853 , 21854
National Certificate in Hospitality (Functions Coordination) (Level 4) [Ref: 1339]	14464 , 21853 , 21854 , 24517, 24518
National Certificate in Hospitality (Food Services) (Level 3) [Ref: 1423]	14464
National Certificate in Hospitality (Quick Service Restaurants) (Level 2) [Ref: 1490]	14462, 14469

The following table identifies qualifications developed by other SSBs that are impacted by the outcome of this review. The SSBs have been advised that the qualifications require revision. The standard that generated the status *Affected* is in **bold**.

Qualification Title and Reference	ID	SSB Name
National Certificate in Aviation (Flight Attendants) [Ref: 1193]	4646, 16705	Aviation, Tourism and Travel Training Organisation
National Certificate in Casino Cashiering (Level 3) [Ref: 0490]	14462	
National Certificate in Casino Gaming (Level 3) [Ref: 0376]	4645	
National Certificate in Maritime (Commercial Vessel Hospitality Crew Member) (Level 2) [Ref: 0524]	14464	Competenz

Qualification Title and Reference	ID	SSB Name
National Certificate in Compliance and Regulatory Control (Local Government Enforcement) with an optional strand in Liquor Licensing [Ref: 1246]	4646	Local Government Industry Training Organisation

Review Categories and changes to classification, title, level and credits

All changes are in **bold**.

Key to review category	
A	Dates changed, but no other changes are made - the new version of the standard carries the same Id and a new version number
B	Changes made, but the overall outcome remains the same - the new version of the standard carries the same Id and a new version number
C	Major changes that necessitate the registration of a replacement standard with a new Id
D	Standard will expire and not be replaced

Subfield Hospitality

Id	Domain	Title	Level	Credit	Review Category
4645	Food and Beverage Service Hospitality - Specific Skills	Demonstrate knowledge of maintaining a responsible drinking environment as a server in a licensed commercial environment	3	2	B
4646	Food and Beverage Service Hospitality - Specific Skills	Demonstrate knowledge of the Sale of Liquor Act 1989 and its implications for licensed premises	4	2	B
14410	Guest Services Hospitality - Generic	Provide establishment equipment to customers in a commercial hospitality environment	2	2	B
14433	Hospitality Operations Hospitality - Generic	Receive and action payments in the hospitality industry	3 2	2	B
14462	Hospitality Operations Hospitality - Generic	Maintain personal presentation and greet customers in the hospitality industry	2	2	B
14463	Hospitality Operations Hospitality - Generic	Check, position, and handle cash floats and transactions in the hospitality industry Prepare for and handle payment transactions in the hospitality industry	2 3	2 4	B
14464	Hospitality Operations Hospitality - Generic	Deal with customer complaints in the hospitality industry	3	2 4	B

Id	Domain	Title	Level	Credit	Review Category
14465	Hospitality Operations Hospitality - Generic	Maintain a safe and secure environment for people in the hospitality industry	3	2 3	B
14466	Hospitality Operations Hospitality - Generic	Demonstrate knowledge of procedures to protect people and property in the hospitality industry Demonstrate knowledge of maintaining a safe and secure environment for people in the hospitality industry	2	3 2	B
14469	Hospitality Operations Hospitality - Generic	Provide customers with information about an establishment in the hospitality industry	2	2	B
16705	Food and Beverage Service Hospitality - Specific Skills	Demonstrate knowledge of host responsibility requirements as a duty manager of licensed premises	4	3	B
17553	Food and Beverage Service Hospitality - Generic	Plan and implement hospitality staff rosters	4	4	B
18172	Hospitality Operations Hospitality - Gambling	Maintain gaming machine hardware and security in a Class 4 gambling environment	3	4	B
18173	Hospitality Operations Hospitality - Gambling	Control money and handle cash in a Class 4 gambling environment	3	4	B
18174	Hospitality Operations Hospitality - Gambling	Produce Weekly and Unpaid Prize Reports, and process banking in a Class 4 gambling environment	2	3	B
18175	Hospitality Operations Hospitality - Gambling	Produce a Gaming Machine Analysis for gaming machines in a Class 4 gambling environment	4	8	B
18176	Hospitality Operations Hospitality - Gambling	Provide gaming machine information to customers in a Class 4 gambling environment	2	2	B

Id	Domain	Title	Level	Credit	Review Category
18177	Hospitality Operations Hospitality - Gambling	Deal with customer disputes in gaming machine areas of a Class 4 gambling environment	4	3	B
18178	Hospitality Operations Hospitality - Gambling	Describe legislation, licence conditions, and taxation related to a Class 4 gambling environment Demonstrate knowledge of legislation, licence conditions, and taxation related to a Class 4 gambling environment	4	8	B
18179	Hospitality Operations Hospitality - Gambling	Supervise jackpot systems for gaming machines in a Class 4 gambling environment	3	3	B
21499	Hospitality Operations Hospitality - Gambling	Demonstrate knowledge of problem gambling in a Class 4 and Racing Act gambling establishment	3	2	B
21853	Hospitality Operations Hospitality - Generic	Provide positive hospitality customer experiences Provide hospitality sales and service opportunities to customers	3	8 6	B
21854	Hospitality Operations Hospitality - Generic	Demonstrate knowledge of providing positive hospitality customer experiences Demonstrate knowledge of maximising hospitality sales and service opportunities to customers	2 3	4	B
21855	Hospitality Operations Hospitality - Specific Skills	Judge culinary arts and restaurant service competitions	4	8	B
21856	Hospitality Operations Hospitality - Specific Skills	Supervise the judging of culinary arts and restaurant service competitions	5	10	B
22604	Hospitality Operations Hospitality - Specific Skills	Demonstrate knowledge of the requirements of a doorman in the hospitality industry	2	3	B
24517	Hospitality Operations Hospitality - Specific Skills	Plan a function for a commercial hospitality establishment	4	8	B

Id	Domain	Title	Level	Credit	Review Category
24518	Hospitality Operations Hospitality - Specific Skills	Generate function sheets for commercial hospitality establishments	4	5	B
25513	Hospitality Operations Hospitality - Generic	Participate in environmentally sustainable work in the hospitality industry	2	3	B
25514	Hospitality Operations Hospitality - Generic	Implement and monitor environmentally sustainable work practices in the hospitality industry	4	3	B

Subfield Hospitality
Domain Hospitality Operations

Id	Title	Level	Credit	Review Category
14468	Demonstrate knowledge of the hospitality industry	3	6	D
21500	Implement harm minimisation policies in a Class 4 gambling environment	4	8	D