

FIELD	SERVICE SECTOR
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Review of *Hospitality* qualifications

National Certificate in Hospitality (Accommodation Services) (Level 2) with an optional strand in Motel Housekeeping [Ref: 0551]
National Certificate in Hospitality (Front Office) (Level 3) with an optional strand in Hotel Systems [Ref: 0557]
National Certificate in Hospitality (Porter Services) (Level 2) [Ref: 0558]

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

Replacement qualification

National Certificate in Hospitality (Level 2) with strands in Accommodation Services, and Porter Services [Ref: 1599]

Date new versions published**November 2010**

The next qualification review is planned to take place during 2015.

Summary of review and consultation process

The Industry Advisory Group met in February 2010 to discuss feedback from the stakeholders about the fitness for purpose of the qualifications listed above. The stakeholders included industry representatives from the large hotel chains, Private Training Establishments, and Polytechnics. Feedback was not sought from schools, as these qualifications are not used in schools.

Removal of the optional strand from the National Certificate in Hospitality (Front Office) (Level 3) [Ref: 0557] was proposed as the skills relating to operating hotel systems had been incorporated into the unit standards that were proposed to be included in the compulsory section of the qualification. Other updates were made to standard details to incorporate changes made during standard reviews.

It was proposed that the National Certificate in Hospitality (Accommodation Services) (Level 2) with an optional strand in Motel Housekeeping [Ref: 0551] and the National Certificate in Hospitality (Porter Services) (Level 2) [Ref: 0558] be replaced with a new qualification, the National Certificate in Hospitality (Level 2) with strands in Accommodation Services, and Porter Services [Ref: 1599] as these qualifications share a number of unit standards and domains in both their compulsory and elective sections.

All changes made to the qualifications were endorsed by the Industry Advisory Group in September 2010.

Main changes resulting from the review

- Optional strand was removed from the National Certificate in Hospitality (Front Office) (Level 3) [Ref: 0557].

- The National Certificate in Hospitality (Accommodation Services) (Level 2) with an optional strand in Motel Housekeeping [Ref: 0551] and the National Certificate in Hospitality (Porter Services) (Level 2) [Ref: 0558] were replaced by the National Certificate in Hospitality (Level 2) with strands in Accommodation Services, and Porter Services [Ref: 1599].

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

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

replaced by

National Certificate in Hospitality (Level 2) with strands in Accommodation Services, and Porter Services [Ref: 1599]

Review category	C	See Key to Qualification Review Categories at the end of report
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There are significant differences in content and structure between the new and replaced qualifications.

- Compulsory standard 2977, elective standard 16799, and the optional strand in Motel Housekeeping of Ref: 0551 were not included in Ref: 1599.
- All other standards listed in Ref: 0551 can be used to meet the requirements for award of Ref: 1599.
- Compulsory standards 2977 and 14468 of Ref: 0558 were not included in Ref: 1599.
- All other standards listed in Ref: 0558 can be used to meet the requirements for award of Ref: 1599.

Transition

Candidates enrolled in courses or training leading to version 5 of the National Certificate in Hospitality (Accommodation Services) (Level 2) with an optional strand in Motel Housekeeping [Ref: 0551] or version 3 of the National Certificate in Hospitality (Porter Services) (Level 2) [Ref: 0558], have until December 2012 to complete these qualifications. Candidates wishing to use elective standards 14453 or 14460 to meet the requirements of version 5 of Ref: 0551 will need to gain credit for the standards before they expire in December 2011. Candidates wishing to meet the requirements of version 3 of Ref: 0558 will need to gain credit for standard 14407 before it expires in December 2011. Alternatively, those candidates may transfer to version 1 of the National Certificate in Hospitality (Level 2) with strands in Accommodation Services, and Porter Services [Ref: 1599].

Candidates who have only completed part of the replaced qualifications as at December 2012 will need to transfer their existing achievements to the new qualification.

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

National Certificate in Hospitality (Front Office) (Level 3) [Ref: 0557]

Review category	B	See Key to Qualification Review Categories at the end of report
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Changes to structure and content

- Optional strand was removed and title was amended.
- Credit total was decreased from 66 or 78 to 47.

- Standards 1978, 11831, and 14468 were removed from the compulsory section.
- Standards 377, 378, 14433, 14466, and 21854 were removed from the compulsory section but are available in the elective section.
- The range of *Hospitality* standards available in the elective section was reduced from the *Hospitality* subfield to the domains *Guest Services*, *Hospitality - Generic*, and *Hospitality - Specific Skills*.
- Details of some standards were updated to reflect changes made when they were reviewed.

Transition

People currently working towards version 4 of this qualification may either complete the requirements for that version or transfer to version 5.

The last date for people to complete version 4 of this qualification is 31 December 2012.

Any candidate who feels that they have been disadvantaged by these transition arrangements should contact the Hospitality Standards Institute at the address below.

Hospitality Standards Institute
PO Box 9695
Marion Square
Wellington 6141

Telephone 04 385 9563
Email qualifications@hsi.co.nz
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Key to Qualification Review Categories

Category A The qualification is published as a new version with the same NQF ID	Changes are made to SSB name, contact details or purpose statement
	No change is made to title, rules or components of the qualification
	No transition arrangements are required
Category B The qualification is published as a new version with the same NQF ID	Changes are made to title, rules or components
	The new version of the qualification recognises a similar skill set to that recognised by the previous version
	The SSB is confident that people awarded the new or previous version are comparable in terms of competence
	Transition arrangements are required if candidates must gain additional/different credits for the new version
Category C A new (replacement) qualification is published with new NQF ID	Significant changes are made to the qualification in terms of components, structure, type or level
	The SSB views people with the replacement qualification as being significantly different in terms of competence from those with the replaced qualification
	Transition arrangements are required
	Transition may be limited to phase-out dates
Category D Qualification will expire. There is no replacement qualification	Qualification is no longer required by industry
	The qualification is designated as expiring and a last date for meeting the qualification requirements is set