

Field: Service Sector

Change report for the review of Hospitality New Zealand Qualifications

Reviewed qualifications:

[Ref]	Version	Qualification title	Level	Credits
2100	1	New Zealand Certificate in Cookery (Level 3)	3	60
2101	1	New Zealand Certificate in Cookery (Level 4)	4	120
2102	1	New Zealand Diploma in Cookery (Advanced) (Level 5)	5	120
2103	1	New Zealand Certificate in Accommodation (Level 3)	3	40
2104	1	New Zealand Certificate in Food and Beverage Service (Level 3)	3	40
2105	1	New Zealand Certificate in Food and Beverage Service (Level 4)	4	60
2108	1	New Zealand Certificate in Hospitality (Level 2)	2	40
2109	1	New Zealand Certificate in Hospitality (Advanced) (Level 5)	5	60
2111	1	New Zealand Certificate in Hotel Reception (Level 4)	4	60
2539	1	New Zealand Diploma in Hospitality Management (Level 5)	5	120
2540	1	New Zealand Diploma in Hospitality Management (Level 6)	6	120

Review information

Qualification Developer	ServiceIQ
Reason for the review	Scheduled five-yearly review
Review date	December 2021
Outcome date	February 2021
Next review date	February 2026

Summary of review and consultation process

A wide range of hospitality workplaces, including, large fast-food service networks, restaurants, hotels were approached in early July 2020 to gather feedback on the fitness of the qualifications for purpose. Each workplace's representatives were invited to feedback on the qualifications relevant to the function of their work.

The New Zealand Certificate in Cookery [Ref: 2101] was made easier to achieve in a workplace by not requiring a large number of credits for patisserie. It was felt that workplaces and providers should suit the particulars of the range of types of dishes to their own circumstances, rather than being compelled to have trainees achieve a

fixed number of credits in each discipline, was preferable, so long as all options were covered.

Institutions providing training were consulted and it became clear that a generic entry level qualification suitable for young individuals seeking a career path to discover which hospitality domain their future may lie in by experience, at the same time allowing a boarder understanding of the sector to support their career development. A qualification was developed to meet this need. Providers also endorsed changes recommended by industry.

Main changes resulting from the review

Summary of changes to all qualifications:

- Qualification template updated
- Strategic purpose statement updated to reflect graduate training pathways
- Employment pathways updated
- Wording of Evidence requirements for assuring consistency refined.

Specific changes:

- New Zealand Certificate in Cookery (Level 3) [Ref: 2100]: context of outcomes clarified, two outcomes amalgamated and education pathway expanded.
- New Zealand Certificate in Cookery (Level 4) [Ref: 2101]: wording of outcomes clarified and separate compliance and safety outcomes integrated into other outcomes.
- New Zealand Diploma in Cookery (Advanced) (Level 5) [Ref: 2102]: core outcomes reduced to emphasise staff management relations to practical kitchen operations; strands simplified, and content of programmes correctly moved to general conditions.
- New Zealand Certificate in Accommodation (Level 3) [Ref: 2103]: terminology widened from hotel to commercial accommodation establishment, to encompass a wider range of sector contributors; context added to clarify outcomes.
- New Zealand Certificate in Food and Beverage Service (Level 3) [Ref: 2104]: purpose clarified; context added to some outcomes; education pathway added.
- New Zealand Certificate in Food and Beverage Service (Level 4) [Ref: 2105]: purpose clarified; wording of outcomes put into action-oriented language for clarity.
- New Zealand Certificate in Hospitality (Level 2) [Ref: 2108]: wording of an outcomes clarified; details added to employment pathway.
- New Zealand Certificate in Hospitality (Advanced) (Level 5) [Ref: 2109]: context added to some outcomes; education pathway added.
- New Zealand Certificate in Hotel Reception (Level 4) [Ref: 2111]: wording of outcomes clarified; employment pathway clarified.
- New Zealand Diploma in Hospitality Management (Level 5) [Ref: 2539]: outcomes clarified.
- New Zealand Diploma in Hospitality Management (Level 6) [Ref: 2140]: strategic purpose clarified.
- New Zealand Certificate in Hospitality (Level 3) [Ref: 4366] developed as an entry level qualification.

Review outcome

Reference	Version	Reviewed qualification	Outcome	New
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			category	qualification details/version (if applicable)
2100	1	New Zealand Certificate in Cookery (Level 3)	<i>B-New version of qualification</i>	2100-2
2101	1	New Zealand Certificate in Cookery (Level 4)	<i>B-New version of qualification</i>	2101-2
2102	1	New Zealand Diploma in Cookery (Advanced) (Level 5)	<i>B-New version of qualification</i>	2102-2
2103	1	New Zealand Certificate in Accommodation (Level 3)	<i>B-New version of qualification</i>	2103-2
2104	1	New Zealand Certificate in Food and Beverage Service (Level 3)	<i>B-New version of qualification</i>	2104-2
2105	1	New Zealand Certificate in Food and Beverage Service (Level 4)	<i>B-New version of qualification</i>	2105-2
2108	1	New Zealand Certificate in Hospitality (Level 2)	<i>B-New version of qualification</i>	2108-2
2109	1	New Zealand Certificate in Hospitality (Advanced) (Level 5)	<i>B-New version of qualification</i>	2109-2
2111	1	New Zealand Certificate in Hotel Reception (Level 4)	<i>B-New version of qualification</i>	2111-2
2539	1	New Zealand Diploma in Hospitality Management (Level 5)	<i>B-New version of qualification</i>	2539-2
2540	1	New Zealand Diploma in Hospitality Management (Level 6)	<i>B-New version of qualification</i>	2540-2
4366	New	New Zealand Certificate in Hospitality (Level 3)	New	4336-1

Qualification review outcome categories

Outcome	Result	Category
No changes are identified to the qualification	Qualification version number and NZQF ID remain the same. New review date is required.	A
Minor changes are identified to the qualification	New version of qualification is required (NZQF ID remains the same). New review date is required.	B
Significant changes are required to the qualification	New replacement qualification is required with a new NZQF ID. The existing qualification will expire.	C
The qualification is no longer required by industry	The qualification will expire with no replacement.	D

Transition information

Reference	Version	Qualification title	Last date of
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			assessment
2100	1	New Zealand Certificate in Cookery (Level 3)	31 December 2023
2101	1	New Zealand Certificate in Cookery (Level 4)	31 December 2023
2102	1	New Zealand Diploma in Cookery (Advanced) (Level 5)	31 December 2023
2103	1	New Zealand Certificate in Accommodation (Level 3)	31 December 2023
2104	1	New Zealand Certificate in Food and Beverage Service (Level 3)	31 December 2023
2105	1	New Zealand Certificate in Food and Beverage Service (Level 4)	31 December 2023
2108	1	New Zealand Certificate in Hospitality (Level 2)	31 December 2023
2109	1	New Zealand Certificate in Hospitality (Advanced) (Level 5)	31 December 2023
2111	1	New Zealand Certificate in Hotel Reception (Level 4)	31 December 2023
2539	1	New Zealand Diploma in Hospitality Management (Level 5)	31 December 2023
2540	1	New Zealand Diploma in Hospitality Management (Level 6)	31 December 2023

Any additional information

It is the intention of ServiceIQ that no existing trainee should be disadvantaged by these transition arrangements.

Any person who considers they have been disadvantaged may appeal to ServiceIQ at the following address:

ServiceIQ

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Wellington 6146

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Email: qualifications@serviceiq.org.nz