

Field: Service Sector

Change report for the review of Travel New Zealand Qualifications

Reviewed qualifications

[Ref]	Version	Qualification title	Level	Credits
2204	1	New Zealand Certificate in Travel (Level 4)	4	60
2205	1	New Zealand Certificate in Travel (Level 5)	5	60

Review information

Qualification Developer	ServiceIQ
Reason for the review	5-year Scheduled Review
Review date	November 2020
Outcome date	February 2021
Next review date	February 2026

Summary of review and consultation process

A review meeting was held in February 2020 to determine industry views of the qualifications. Problems were detected in the programmes leading to the qualifications rather than the qualifications themselves. Therefore, a project to review all standards in the Travel Domain was undertaken, with a view to lay emphasis on practical demonstration of competence as opposed to demonstration of knowledge in relation to assessment questions. This was achieved, with new versions of the standards published in the November Reviews.

In the interim the intervention of the Pandemic of Covid-19 hindered communication with the group with pressure, stress, and unemployment. However, as the direction was clear from the original meeting and sufficient consensus existed for the qualification review to be completed.

Main changes resulting from the review

Main changes that apply to the reviewed qualifications:

- Strategic Purpose Statements were amended
- Qualification award was updated
- Evidence requirements for assuring consistency were corrected
- Relevant legislation added in other requirements for qualification
- Transition information was updated.

The following changes specific to the New Zealand Certificate in Travel (Level 4) [Ref: 2204]

were also made:

- Outcomes 3 & 4 combined to indicate knowledge of systems and process, and business effectiveness are aimed at customer experience.
- Conditions specific to graduate outcomes were removed.

Review outcome

Reference	Version	Reviewed qualification	Outcome category	New qualification details/version
2204	1	New Zealand Certificate in Travel (Level 4)	<i>B-New version of qualification</i>	2204-2
2205	1	New Zealand Certificate in Travel (Level 5)	<i>B-New version of qualification</i>	2205-2

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 assessment
2204	1	New Zealand Certificate in Travel (Level 4)	31 December 2023
2205	1	New Zealand Certificate in Travel (Level 5)	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 Service IQ at the address below.

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