

Field: Service Sector

Change report for the review of Tourism Qualification

Reviewed qualification

[Ref]	Version	Qualification title	Level	Credits
2198	1	New Zealand Certificate in Tourism (Introductory Skills) (Level 2)	2	50

Review information

Qualification Developer	Ringa Hora Services Workforce Development Council
Reason for the review	Scheduled five-year review
Review date	December 2022
Outcome date	March 2023
Next review date	March 2027

Summary of review and consultation process

The suite of Tourism and Travel qualifications created as part of the Targeted Review of Tourism Qualifications and listed in February 2014, were scheduled for review by December 2018.

Due to the disruptions that the COVID-19 pandemic has been having on the Tourism sector, and the new development of Tourism achievement standards work being convened by the Ministry of Education as part of the Review of Achievement Standards (RAS), this qualification was not included in the earlier review by Service IQ of other Tourism qualifications in 2020-21.

Ringa Hora Services Workforce Development Council have engaged with the sector since late 2021 and throughout 2022 and obtained feedback to inform the review, and an expert panel was convened to review the qualification and recommend changes.

There have been sufficient completions of the qualification between 2016 and 2021 to support its maintenance with minor changes to ensure currency.

Wider consultation around the proposed changes was carried out 22 November – 14 December 2022, which confirmed support for the proposed changes.

Main changes resulting from the review

- The qualification credits were reduced from 50 to 40.
- The Strategic Purpose Statement (SPS) was changed to clarify the reason why we need the qualification reinforcing the pre-employment and basic skills and including mention of sustainable and regenerative tourism.
- The Graduate Profile Outcomes (GPOs) were updated to better express what the graduate will be able to be, do and know and indicative credits adjusted.
 - GPO1 – added technological skills.

- GPO2 – added seasonality and attractions, removed ‘world’ before geography.
- GPO3 - changed ‘role’ to ‘components and structure’ of tourism industry and added visitor economy. Adjusted language around the range of job roles, career pathways and opportunities in the sector.
- GPO4 –removed reference to applying best practice and shifted towards the importance of sustainable and regenerative practices.
- GPOs - indicative credits were changed to reflect the qualification
- GPO conditions list of suggested standards removed.
- Pathways
 - Education – added the Level 3 Accommodation qualification [Ref: 2103] and removed ‘proposed’ to show the pathway to the Level 3 Tourism Māori qualification [Ref: 2337]
 - Employment, Cultural, Community – minor changes to entry level roles
- Qualification specifications
 - Award – updated
 - Consistency – updated
 - General conditions for programmes – strengthened to better reflect Māori values, Te Tiriti o Waitangi, sustainability, programme endorsement considerations.

Review outcome

Reference	Version	Reviewed qualification	Outcome category	New qualification details/version (if applicable)
2198	1	New Zealand Certificate in Tourism (Introductory Skills) (Level 2)	<i>B-New version of qualification</i>	2198-2 (40 credits)

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 entry*	Last date of assessment
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2198	1	New Zealand Certificate in Tourism in Tourism (Introductory Skills) (Level 2)	N/A	31/12/2026
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**only required for outcome category C or D*

Any additional information

People enrolled in programmes leading to version 1 of this qualification must complete the requirements by 31 December 2026.

It is anticipated that no existing learners will be disadvantaged by these transition arrangements. However, anyone who feels that they have been disadvantaged may appeal to the qualification developer:

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Website: <https://www.ringahora.nz>