

Field: Service Sector

## Review of *Tourism* New Zealand Qualifications

### Reviewed qualifications

Ref	Version	Qualification Title	Credits
2199	2	New Zealand Certificate in Tourism (Level 3) with strands in Aviation, Tourism and Travel, and Visitor Experience	40-60
2202	2	New Zealand Certificate in Tourism (Level 4)	60
2206	2	New Zealand Diploma in Tourism and Travel (Level 5)	120
2207	2	New Zealand Diploma in Tourism and Travel (Level 6)	120

### Development/Review information

Qualification Developer	Ringa Hora Services Workforce Development Council
Reason for the development/review	Scheduled five-year review
Review date	February 2025
Outcome date	March 2025
Next review date	March 2030

Summary of development/review and consultation process
<p>The Tourism qualifications were reviewed by Ringa Hora Workforce Development Council as part of the five-year review cycle.</p> <p>Qualification stakeholders were invited to participate in the review, including providers and industry who had been part of the initial development and previously expressed interest in the Tourism and Travel qualifications. Engagement around the review of the qualifications began in August 2024. Stakeholder consultation was carried out with review meetings held 17 and 31 October, and 21 November 2024.</p> <p>Consultation with stakeholders confirmed that the reviewed qualifications would be fit for purpose with some minor changes to graduate profile outcomes (GPOs) and Strategic Purpose statements to ensure currency and clarity and to incorporate sustainability concepts and reflect changes in the culture of tourism organisations.</p> <p>The final draft was circulated back to the stakeholder group for any further feedback and confirmation of accuracy, which was then followed up with the draft qualifications being posted on to the Ringa Hora website seeking any additional feedback or comments.</p> <p>Support for the reviewed qualifications was obtained from stakeholders.</p>

Main changes resulting from the development/review process
<p>Main changes across the suite:</p> <ul style="list-style-type: none"> <li>The Strategic Purpose Statements have been amended to include reference to sustainable and regenerative tourism.</li> <li>The purpose statement is now updated and refers to 'the tourism industry to align with other tourism qualifications recently approved.</li> <li>General conditions for programmes have been updated to encompass Māori values and</li> </ul>

Te Tiriti o Waitangi, sustainable and regenerative tourism, relevant legislations and regulations and considerations for Pasifika and Tāngata Whaikaha.

- Strategic Purpose Statements upgraded to more accurately reflect the progression of learning and ability throughout the qualification range. See examples below.

#### **New Zealand Certificate in Tourism (Level 3) [Ref: 2199]**

- Change to Strategic Purpose Statement

#### **New Zealand Certificate in Tourism (Level 4) [Ref: 2202]**

- Changes to Strategic Purpose Statement
- GPO 3 – removed ‘in depth’.

#### **New Zealand Diploma in Tourism and Travel (Level 5) [Ref: 2206]**

- Changes to Strategic Purpose Statement
- GPO 1 – simplified the wording for more clarity. Select and ‘use’ a range of effective communication technologies to communicate with diverse audiences in the tourism industry, to proactively strengthen the visitor experience.
- GPO 2 – removed ‘Acts and’ from the GPO.
- GPO 3 – Removed ‘and international’ and replaced ‘facilitate’ with ‘support’.
- GPO 4 – Removed ‘Develop’ to focus on ‘Analyse’.

#### **New Zealand Diploma in Tourism and Travel (Level 6) [Ref: 2207]**

- Changes to Strategic Purpose Statement:
- GPO 1 – Removed ‘local, national and international’ and ‘operating environments in order to develop and guide’ as per feedback, retaining intent of analysis of trends and contributing to the strategic direction of a tourism business.
- GPO 3 – Removed ‘Develop’, ‘tourism market trends, and’. Removed ‘strategic’ and ‘commercial development of a’ as per feedback, retaining focus on systems and processes, and contributing to overall sustainability of an effective business.
- GPO 4 – Replaced ‘Prepare’ with ‘Develop’ and removed ‘development’.
- GPO5 – Replaced ‘strategic business models’ with ‘tourism business innovations’
- GPO 6 – Removed ‘a strategic business investment plan’ and replaced with ‘a strategic business plan for a tourism business’.

### **Development/Review outcome**

Ref:	Version	Qualification Title	Outcome category	New qualification ID/version (as applicable)
2199	2	New Zealand Certificate in Tourism (Level 3) with strands in Aviation, Tourism and Travel, and Visitor Experience	B-New version of qualification	2199-3
2202	2	New Zealand Certificate in Tourism (Level 4)	B-New version of qualification	2202-3
2206	2	New Zealand Diploma in Tourism and Travel (Level 5)	B-New version of qualification	2206-3
2207	2	New Zealand Diploma in Tourism and Travel (Level 6)	B-New version of qualification	2207-3

## Qualification review outcome categories

Outcome	Result	Category
Minor changes to the qualification	Qualification version number and ID (Ref) remain the same. New review date is required.	A
Moderate changes to the qualification	New qualification version number. Ref/ID remains the same. New review date is required.	B
Significant changes to the qualification	New replacement qualification with a new Ref/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

Ref:	Version	Qualification Title	Last date of entry*	Last date of assessment
2199	2	New Zealand Certificate in Tourism (Level 3) with strands in Aviation, Tourism and Travel, and Visitor Experience	N/A	31 December 2027
2202	2	New Zealand Certificate in Tourism (Level 4)	N/A	31 December 2027
2206	2	New Zealand Diploma in Tourism and Travel (Level 5)	N/A	31 December 2027
2207	2	New Zealand Diploma in Tourism and Travel (Level 6)	N/A	31 December 2027

*\*only required for outcome category C or D*

## Any additional information, including Qualification Developer contact details.

These qualifications were published in March 2025 as the result of a scheduled review. Please refer to [Qualifications and Assessment Standards Approvals](#) for further information.

It is the intention of Ringa Hora that no existing trainee should be disadvantaged by these transition arrangements. Any person who considers they have been disadvantaged may appeal to:

Ringa Hora Services Workforce Development Council  
PO Box 445  
Wellington  
New Zealand

Phone: 04 909 0306

Web: [www.ringahora.nz](http://www.ringahora.nz)

Email: [qualifications@ringahora.nz](mailto:qualifications@ringahora.nz)