

## Field Services

### Review of *Hospitality* New Zealand qualifications

#### Reviewed qualifications

Ref	Version	Qualification Title	Credits
2103	2	New Zealand Certificate in Accommodation (Level 3) with strands in Housekeeping, Portering and Reception	40
2104	2	New Zealand Certificate in Food and Beverage Service (Level 3) with strands in Barista, Bar Services, Buffet Services, Café Services, Functions Services, Quick Service Restaurants Services, and Restaurant Services	40
2105	2	New Zealand Certificate in Food and Beverage Service (Level 4) with strands in Restaurant Services, and Quick Service Restaurants Services	60
2108	2	New Zealand Certificate in Hospitality (Level 2)	40
2109	2	New Zealand Certificate in Hospitality (Advanced) (Level 5) with strands in Accommodation, Food and Beverage Service, Catering Services, and Quick Service Restaurant Services	60
2111	2	New Zealand Certificate in Hotel Reception (Level 4)	60
2539	2	New Zealand Diploma in Hospitality Management (Level 5)	120
2540	2	New Zealand Diploma in Hospitality Management (Level 6)	120
4366	1	New Zealand Certificate in Hospitality (Level 3)	60

#### Development/Review information

Qualification Developer	Services Industry Skills Board
Reason for the review	Scheduled 5 year review
Review date	July 2025
Outcome date	February 2026
Next review date	February 2031

#### Summary of development/review and consultation process

Ringa Hora Services Workforce Development Council reviewed the above qualifications between May and September 2025. The review was carried out in collaboration with industry, providers and subject matter experts.

Pre-review feedback and expressions of interest to be involved in four discipline-specific working groups (Food and Beverage, Hospitality, Hospitality Management, and Accommodation) were sought in May-June 2025. A series of online Working Group meetings were held in August and September 2025. Wider public consultation was undertaken through Ringa Hora's website and targeted messages during September and early October 2025.

The working groups confirmed that most of the qualifications were fit for purpose and working as intended, with some changes needed to ensure they remain relevant, inclusive, and aligned with industry needs.

Two of the qualifications will be discontinued, due to low or no usage in the past five years.

Responsibility for these qualifications was transferred from Ringa Hora to the Services Industry Skills Board, to reflect the VET reforms.

#### Main changes resulting from the development/review process

##### Changes across all the qualifications:

Technical adjustments to the qualification specifications, including additions to the general conditions for programmes such as the incorporation of sustainability, Te Tiriti o Waitangi and Māori values, and guidance for programme endorsement.

Literacy, numeracy and digital skills incorporated into the Level 2 to 4 qualifications.

##### Changes specific to each qualification:

### **New Zealand Certificate in Accommodation (Level 3) with strands in Housekeeping, Portering and Reception [Ref: 2103]**

- Strategic Purpose Statement: strengthened the accommodation focus and guest service aspects.
- Strands: Portering strand discontinued and the Reception strand was expanded to include Guest Services. These strand changes were reflected in the qualification title.
- Education/Employment pathways: Inclusion of aged care accommodation facilities and addition of business leadership qualifications.
- General conditions for programme: a broader definition of accommodation establishment included.

### **New Zealand Certificate in Food and Beverage Service (Level 3) with strands in Barista, Bar Services, Buffet Services, Café Services, Functions Services, Quick Service Restaurants Services, and Restaurant Services [Ref: 2104]**

- Strands: Buffet Services and Functions services strands discontinued, and the general content of those strands incorporated into the Restaurant Services strand. These strand changes were reflected in the qualification title.
- Strategic Purpose Statement: developed to improve clarity and remove duplication.
- Graduate Profile Outcomes (GPOs):
  - GPOs 1 and 3 merged into GPO 1 and credits combined to total 15 credits.
  - GPOs 2, 3 (Barista), 4 (Bar) and 7 (Restaurant service) developed to improve clarity, currency and to better align with industry needs, whilst retaining similar intent.

### **New Zealand Certificate in Food and Beverage Service (Level 4) with strands in Restaurant Services, and Quick Service Restaurants Services [Ref: 2105]**

- Strands: Restaurant Services strand replaced by Hospitality Service Operations strand. These strand changes were reflected in the qualification title.
- Strategic Purpose Statement: developed to improve clarity and remove duplication.
- Graduate Profile Outcomes:
  - GPO 3 merged into GPO 1 and credits combined to total 15.
  - GPOs 2, 4 and 5 developed to improve clarity, currency and to better align with industry needs, whilst retaining similar intent.
  - GPO 2 credits increased from 5 to 10 credits and GPO 5 decreased by 5 credits.

### **New Zealand Certificate in Hospitality (Level 2) [Ref: 2108]**

- GPO 2 'Provide customer service' explicitly included.

### **New Zealand Certificate in Hospitality (Advanced) (Level 5) with strands in Accommodation, Food and Beverage Service, Catering Services, and Quick Service Restaurant Services [Ref: 2109]**

- To be discontinued 31 March 2028, due to no or low use in the past five years.

### **New Zealand Certificate in Hotel Reception (Level 4) [Ref: 2111]**

- To be discontinued 31 March 2028, due to no or low use in the past five years.

### **New Zealand Diploma in Hospitality Management (Level 5) [Ref: 2539]**

- Strategic Purpose Statement: developed to better reflect the realistic scope of responsibilities for learners at Level 5. The term '*hospitality sectors*' replaced with '*operations*'.
- Graduate Profile Outcomes:
  - GPO focus shifted from management to supervisory and leadership roles to reflect the changes to the Strategic Purpose Statement. All were developed to improve clarity of intent and purpose.
  - GPO indicative credits revised to better reflect industry priorities and the relative importance of each outcome.

### **New Zealand Diploma in Hospitality Management (Level 6) [Ref: 2540]**

- Strategic Purpose Statement developed to clarify graduate capabilities and remove overstatement of management responsibilities.
- Graduate Profile Outcomes developed with clearer, practical, and measurable terminology.
- GPO 1 expanded to include recruitment and onboarding, with an associated increased credit

weighting from 10 to 20.

- GPO 2 developed to emphasise advanced communication and negotiation strategies.
- GPOs 4 and 5 each decreased from 40 to 35 credits to balance the qualification outcomes.

**New Zealand Certificate in Hospitality (Level 3) (60 credits) [Ref: 4366]**

- Graduate Profile Outcomes: GPOs 1 and 2 combined
- Education Pathway leadership qualifications added
- Employment Pathways broadened to include roles in aged care accommodation facilities.
- General conditions for programmes expanded definition of hospitality workplace.

**Review outcome**

Ref:	Version	Qualification Title	Outcome category	New qualification ID/version (as applicable)
2103	2	New Zealand Certificate in Accommodation (Level 3) with strands in Housekeeping, and Reception and Guest Services	B-New version of qualification	2103-3
2104	2	New Zealand Certificate in Food and Beverage Service (Level 3) with strands in Barista, Bar Services, Café Services, Quick Service Restaurant Services, and Restaurant Services	B-New version of qualification	2104-3
2105	2	New Zealand Certificate in Food and Beverage Service (Level 4) with strands in Hospitality Service Operations, and Quick Service Restaurant Services	B-New version of qualification	2105-3
2108	2	New Zealand Certificate in Hospitality (Level 2)	B-New version of qualification	2108-3
2109	2	New Zealand Certificate in Hospitality (Advanced) (Level 5) with strands in Accommodation, Food and Beverage Service, Catering Services, and Quick Service Restaurant Services	D-Qualification will expire with no replacement	2109-3 To expire
2111	2	New Zealand Certificate in Hotel Reception (Level 4)	D-Qualification will expire with no replacement	2111-3 To expire
2539	2	New Zealand Diploma in Hospitality Management (Level 5)	B-New version of qualification	2539-3
2540	2	New Zealand Diploma in Hospitality Management (Level 6)	B-New version of qualification	2540-3
4366	1	New Zealand Certificate in Hospitality (Level 3)	B-New version of qualification	4366-2

**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
2103	2	New Zealand Certificate in Accommodation (Level 3) with strands in Housekeeping, Portering and Reception	N/A	31 March 2028
2104	2	New Zealand Certificate in Food and Beverage Service (Level 3) with strands in Barista, Bar Services, Buffet Services, Café Services, Functions Services, Quick Service Restaurants Services, and Restaurant Services	N/A	31 March 2028
2105	2	New Zealand Certificate in Food and Beverage Service (Level 4) with strands in Restaurant Services, and Quick Service Restaurants Services	N/A	31 March 2028
2108	2	New Zealand Certificate in Hospitality (Level 2)	N/A	31 March 2028
2109	2	New Zealand Certificate in Hospitality (Advanced) (Level 5) with strands in Accommodation, Food and Beverage Service, Catering Services, and Quick Service Restaurant Services	30 June 2027	31 March 2028
2111	2	New Zealand Certificate in Hotel Reception (Level 4)	30 June 2027	31 March 2028
2539	2	New Zealand Diploma in Hospitality Management (Level 5)	N/A	31 December 2028
2540	2	New Zealand Diploma in Hospitality Management (Level 6)	N/A	31 December 2028
4366	1	New Zealand Certificate in Hospitality (Level 3)	N/A	31 March 2028

\*only required for outcome category C or D

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

It is the intention of the Services Industry Skills Board that no existing trainee should be disadvantaged by these transition arrangements. Any person who considers they have been disadvantaged may contact the qualification developer at the following address:

Services Industry Skills Board  
 PO Box 445  
 Wellington 6140  
 New Zealand

Telephone: 04 909 0306

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

Web: <https://servicesisb.nz/>