Guidelines for Advisory Groups – Culinary Koha Project

6 August 2024

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Executive Summary

Purpose

The purpose of this document is to provide advisory group members with all relevant information relating to the Culinary Koha project. The project is currently finalising the feedback phase, where we have gathered information from key partners. We will then transition into the review/development phase, looking at the qualifications/standards.

Review Objective

The review will result in a fit-for-purpose, flexible, and future-proof suite of qualifications for the cookery industry group that ensure ākonga (learners) are equipped with the knowledge, skills, and attributes to succeed. As part of the review, we are looking to understand what the pathways for career development in cookery look like and to ensure that qualifications are aligned with these pathways.

Project Scope

Enhancement of the generic suite of the products refers to:
- clearer, more accessible, and visible pathways
- clearer, more inclusivity of learners, in particular Māori, Pacific, and tāngata whaikaha
- being more regionally responsive
- inclusive of all industry voices.

Products

Based on the received feedback through consulting with industry and providers the scope of this review will involve:

- review of current Level 3 -5 cookery qualifications 2100, 2101, 2102
- explore whether there is a need for Level 6 and Level 7 qualifications (steering group to advise on).
- development of skill standards to align with the reviewed quals (deciding approach re specific dishes and/or technical skills or mix of both etc).
- any revision required for cookery unit standards to ensure the unit standards remain current whilst aligned with current versions of qualifications (full review not due until December 2026).
- scoping micro-credential development.

For further information refer to Appendix 6.

Ringa Hora Services Workforce Development Council in conjunction with the Working Group and any appointed subject matter experts will develop and review the qualifications and assessment standards in accordance with the New Zealand Qualification Authority's (NZQA) Changes to standards and qualifications :: NZQA.

Ringa Hora's Values and What We Do

Ringa Hora means 'ringa' are 'hands', and 'hora' means 'spread out' and in this case, facing upwards. 'Ringa hora', the upturned, outspread hands, symbolise 'manaakitanga', 'hospitality', 'service'. This value is fundamental to and pervades the whole Services industry.

Ringa Hora Services Workforce Development Council works with industry, education providers, and employers to understand the skills that are needed. Ringa Hora will:
- lead the development of industry qualifications
- set industry standards

- assess training provision against these industry standards.

Manaakitanga is central to our culture at Ringa Hora which means we are open and understanding, exemplifying authenticity and empathy in all we do.

Ringa Hora will also be developing and reviewing the products in line with manaakitanga and our pou | pillars that cement our Te Tiriti o Waitangi framework. Our pou | pillars are:

- **Pono** (we are genuine and act in good faith)
- **Tika** (we are honest and open)
- **Mārama** (we seek clarity and follow due diligence)
- **Aroha** (we are compassionate and caring)

Advisory Groups

The Advisory Group will be established by Ringa Hora Services Workforce Development Council in accordance with the New Zealand Qualifications Authority (NZQA) *Guidelines for approval of New Zealand qualifications at levels 1 – 6 for listing on the New Zealand Qualifications Framework*.

Ringa Hora Services Workforce Development Council appreciates and values the expertise that the Advisory Group contributes to the development and review of the products that are available on the public domain for all users.

Structure

The structure of the advisory groups seen below.
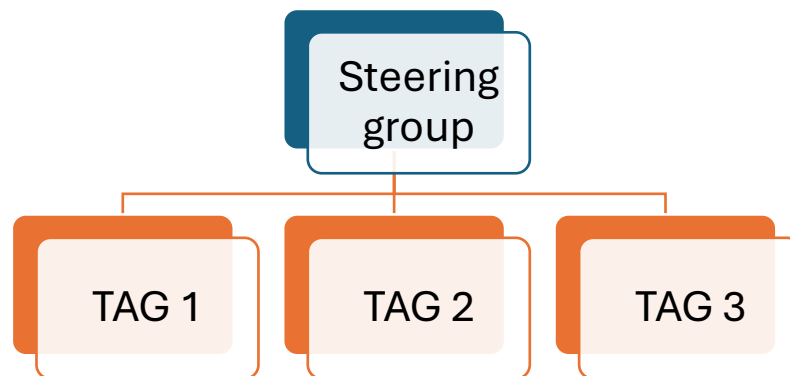
- Steering group
- Tag 1 – Level 3 and 4 qualifications and standards
- Tag 2 – Level 5 qualifications and standards
- Tag 3 – Level 6 and 7 qualifications and standards
- Wider consultation group – All levels qualifications and standards (indirectly involved)

For further information refer to Appendix 1 for the stakeholder engagement outline.

Expected Timelines

Table 1 indicates anticipated key times/dates and phases for the project.

Table 1 - Expected timelines

Task	Dates	Outputs	Status
RESET/FEEDBACK Phase			
Reset	May-July	Reset development plans	Completed
Engagement/Feedback phase	May-July	Gather feedback via webinars/survey Summary of Engagement Findings	Ongoing
Review/Development Phase			
Product Development*	August – November 2024	Drafted products worked on by working groups	-
National Consultation of Products*	August - November	Distribution of drafted products for consultation, and any further refinements	-
Submission to NZQA Phase			
Products to NZQA for evaluation	October - December	Reviewed and developed qualifications, standards, micro-credentials	-
Products registered on NZQCF	December 2024 - March 25	Qualifications, Standards and Micro-credentials	-
All dates and times are subject to change			

Terms of Reference

This document sets out the Terms of Reference for steering, technical, and wider advisory groups which have been formed to assist with the development of the qualifications and standards. Refer to <u>Appendix 2</u> for further information.

Engagement Activities

Ringa Hora has used a number of different approaches to reach out to the related industry, providers, iwi/hapū Māori, and other stakeholders to enhance awareness of and participation in the review. Please review the Hospitality Culinary Koha <u>webpage</u> for further information.
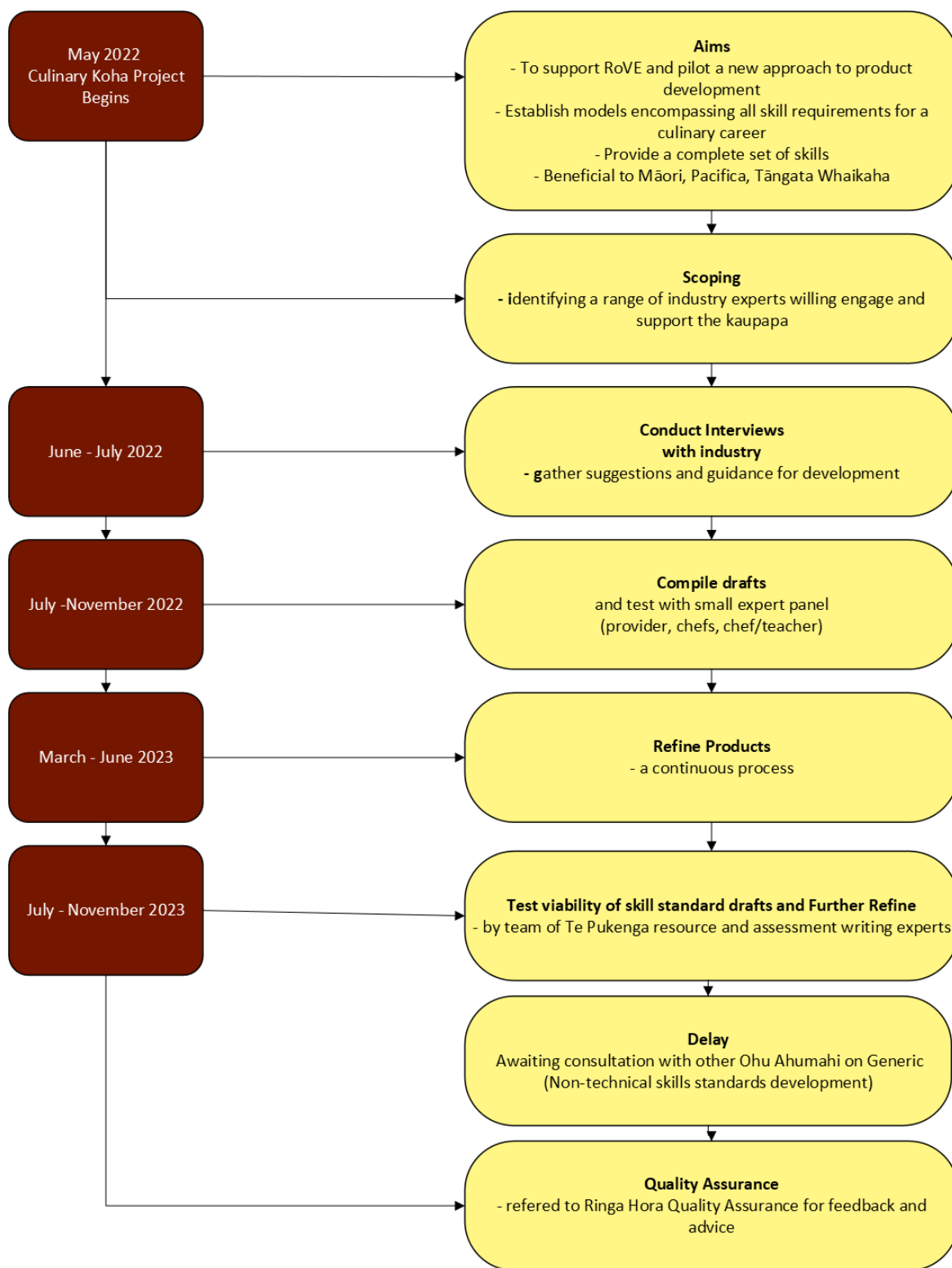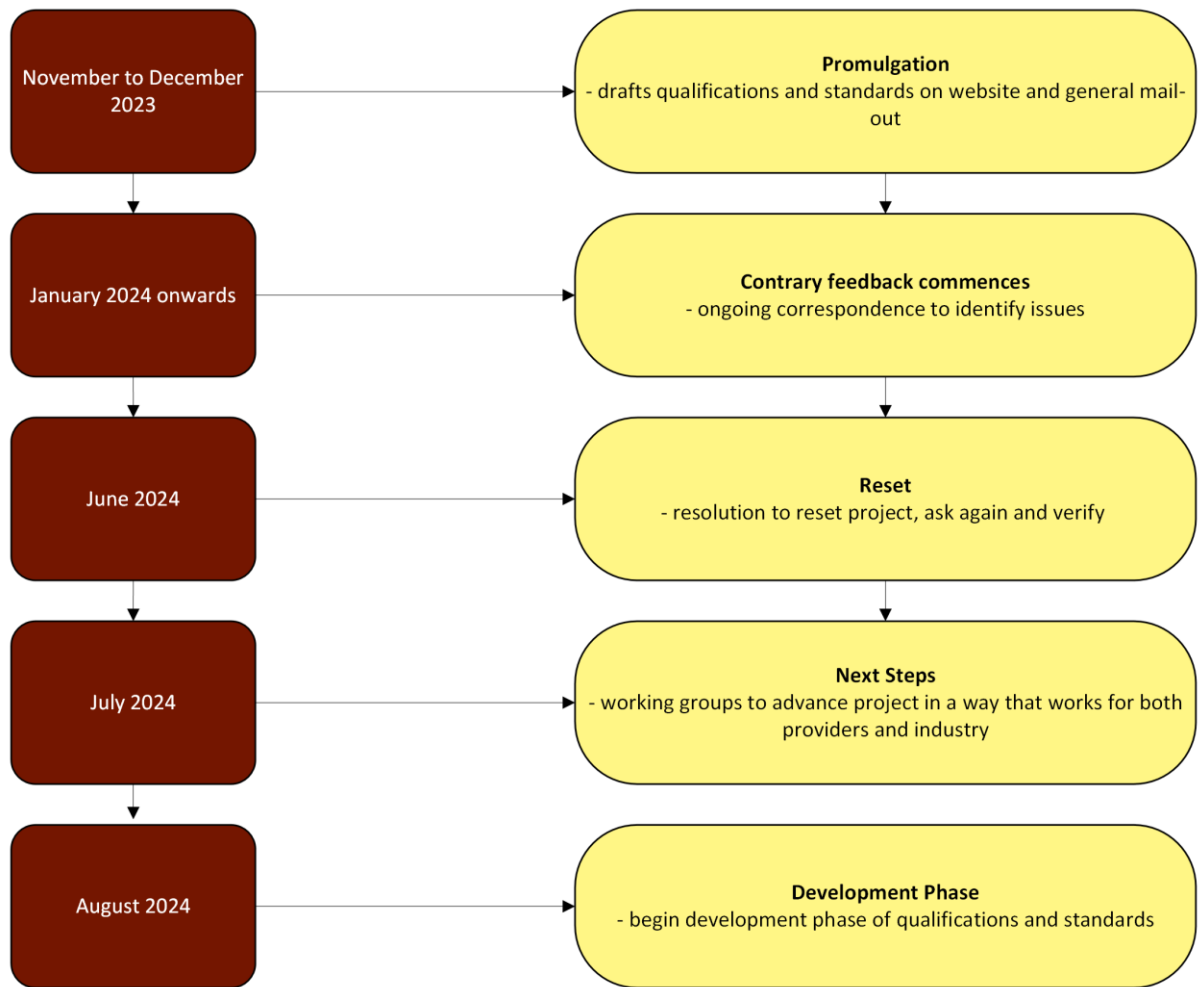
Figure 1 - Engagement Activities May 22-Nov 23

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┌─────────────────────┐         ┌──────────────────────────────────────────────┐
│     May 2022        │────────▶│                   Aims                         │
│ Culinary Koha Project│        │ - To support RoVE and pilot a new approach to  │
│      Begins         │         │           product development                  │
└─────────────────────┘         │ - Establish models encompassing all skill      │
          │                     │     requirements for a culinary career         │
          │                     │      - Provide a complete set of skills         │
          │                     │ - Beneficial to Māori, Pacifica, Tāngata       │
          │                     │              Whaikaha                           │
          │                     └──────────────────────────────────────────────┘

          │                     ┌──────────────────────────────────────────────┐
          └────────────────────▶│                 Scoping                        │
          │                     │ - identifying a range of industry experts      │
          │                     │   willing engage and support the kaupapa       │
          │                     └──────────────────────────────────────────────┘

┌─────────────────────┐         ┌──────────────────────────────────────────────┐
│  June - July 2022   │────────▶│            Conduct Interviews                  │
│                     │         │               with industry                    │
└─────────────────────┘         │ - gather suggestions and guidance for          │
          │                     │               development                       │
          │                     └──────────────────────────────────────────────┘

┌─────────────────────┐         ┌──────────────────────────────────────────────┐
│ July -November 2022 │────────▶│              Compile drafts                    │
│                     │         │         and test with small expert panel       │
└─────────────────────┘         │        (provider, chefs, chef/teacher)          │
          │                     └──────────────────────────────────────────────┘

┌─────────────────────┐         ┌──────────────────────────────────────────────┐
│  March - June 2023  │────────▶│              Refine Products                   │
│                     │         │            - a continuous process              │
└─────────────────────┘         └──────────────────────────────────────────────┘
          │
┌─────────────────────┐         ┌──────────────────────────────────────────────┐
│ July - November 2023│────────▶│  Test viability of skill standard drafts and   │
│                     │         │              Further Refine                     │
└─────────────────────┘         │ - by team of Te Pukenga resource and            │
          │                     │       assessment writing experts                │
          │                     └──────────────────────────────────────────────┘

          │                     ┌──────────────────────────────────────────────┐
          │                     │                  Delay                         │
          │                     │ Awaiting consultation with other Ohu Ahumahi   │
          │                     │            on Generic                           │
          │                     │ (Non-technical skills standards development)    │
          │                     └──────────────────────────────────────────────┘

          │                     ┌──────────────────────────────────────────────┐
          └────────────────────▶│            Quality Assurance                   │
                                │ - refered to Ringa Hora Quality Assurance for   │
                                │            feedback and advice                  │
                                └──────────────────────────────────────────────┘
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Figure 2 - Engagement Activities - Nov 23- Aug 24

November to December 2023	→	**Promulgation** - drafts qualifications and standards on website and general mail-out
January 2024 onwards	→	**Contrary feedback commences** - ongoing correspondence to identify issues
June 2024	→	**Reset** - resolution to reset project, ask again and verify
July 2024	→	**Next Steps** - working groups to advance project in a way that works for both providers and industry
August 2024	→	**Development Phase** - begin development phase of qualifications and standards

Appendices

Appendix 1 - Stakeholder Engagement Outline

Steering Advisory Group (SAG) - will only review and approve drafts. We won't be going through line by line but addressing issues identified, so we need to come prepared to meetings to address issues raised. Meetings will usually be 1 hour.

Technical Advisory Group (TAG) - Subject matter experts will support the creation of qualifications and standards drafts. We will be going through line by line and addressing issues identified, so we must come prepared to meetings to address issues raised by SAG and sector input. Meetings will usually be 2 hours. Some may be longer, depending on need and time frames.

Table 2 - Stakeholder engagement outline. All dates subject to change.

Group	Type	Coverage	Frequency
Steering Group	Qualifications and standards at all levels	Project updates, main orders of business and strategic direction Approval of drafts	Monthly email update, every second-month hui (online meeting) 13/08/24 03/09/24 01/10/24 05/11/24 03/12/24 (date and times to be confirmed once composition of group known – perhaps 10am-11am)
TAG 1	Level 3 and 4 Qualifications and standards	Level 3 and 4 review/development support in the creation of qualifications and standards, addressing feedback and approving final drafts to send to wider stakeholders for approval before sending them to NZQA.	Receive copies of drafts one week before hui. Hui dates are, **14/08/24 (Face to face 10am-3pm)** 11/09/24 12/11/24 (10am-12pm proposed)
TAG 2	Level 5 Qualifications and standards	Level 5 review/development support in the creation of qualifications and standards, addressing feedback and approving final drafts to send to wider stakeholders for approval before sending them to NZQA.	Receive copies of drafts one week before hui. Hui dates are, 02/10/24 06/11/24 20/11/24 (10am-12pm proposed)
TAG 3 (To Be Confirmed)	Level 6 and 7 Qualifications and standards	Level 6 and 7 review/development support in the creation of qualifications and standards, addressing feedback and approving final drafts to send to wider stakeholders for approval before sending them to NZQA.	Receive copies of drafts one week before hui. Hui dates are, 22/10/24 29/10/24 05/11/24 12/11/24 (10am-12pm proposed)
Wider consultation group	All qualifications and standards	Review qualifications and standards at all levels, providing feedback via email.	Review copies that are on the website 29/08/24 26/09/24

		Indirectly involved in the working groups.	31/10/24 28/11/24 (10-10.30am)

Appendix 2 - Terms of Reference

Purpose

This document sets out the Terms of Reference for steering, technical, and wider advisory groups which have been formed to assist with the development of the qualifications and standards.

Principles

The principles that underpin NZQA's decision regarding listing qualifications on the New Zealand Qualifications and Credentials Framework (NZQCF) will also be applied to this review. Specifically, the principles are that the review be needs-based, focused on outcomes, flexibility, trust, and accountability. These principles will be characterised by a focus on:

- best outcomes for current needs as well as considering future needs
- good quality outcomes for industries that use graduates while as the same time considering wider community needs and pathways
- a suite of qualifications developed with flexibility in mind, but which have clearly understood pathways and outcomes
- a collaborative development approach encompassing mandatory and relevant stakeholders
- ensuring Māori, Pacific Peoples and Tāngata whaikaha needs are considered and recognised where appropriate
- ensuring outcomes sought by NZQA and partners are considered and recognised where appropriate
- working with a spirit of trust and cooperation.

Roles and Responsibilities

Table 3 illustrates the roles and responsibilities of advisory group members
Table 3 - Roles and responsibilities

Role	Responsibility
Ringa Hora Project Leads	The Ringa Hora Qualifications and Standards Facilitator/s will: • lead the review • provide fair and clear timeframes for that feedback, where electronic feedback is necessary.
Steering Advisory Group participants	Steering advisory group participants will: • provide overview and guidance to the technical advisory groups (TAG) • address issues identified as part of development • apply the review principles, for example, consideration of both current and future needs • contact partners related to their sectors and conduct consultation activities as allocated • monitor progress and follow up on consultation as required • represent the interests of all partners in discussion forums • provide guidance and contribute to the required decision-making • respond to feedback within the timeframes provided by the Analyst • assist with drafting the review's recommendations; and provide review signoff as appropriate • be expected to remain on the group for the duration of the project or nominate a replacement prior to departing.
Technical Advisory Groups (TAG)	Technical advisory group participants will: • provide technical expertise into the development and review of the products on the NZQCF

	- provide critique during the development and review of the products on the NZQCF - communicate progress to their networks and obtain feedback and communicate this to Ringa Hora Services Workforce Development Council and the TAG - endorse the developed and reviewed qualifications (Stakeholder attestation form).

Group Member Responsibilities

We request that members:

- contribute constructively and openly to the work of the group
- be professional and bring to the table a sector perspective
- respond to communications
- maintain regular meeting attendance
- confirm accuracy of meeting records/summary.

Criteria for Membership

Membership will endeavour to include diversity of representation relevant to the industry, including Māori, and include representatives from:

- The industry, e.g., operations managers, executive staff, team leaders, and/or HR and training and development representatives)
- Industry Associations
- Regulatory agencies (if applicable)
- The education sector, e.g., WDC, ITP and/or PTE.

Members will be appointed by Ringa Hora based on the following criteria:

- Current relevant expertise and experience in the industry and an advanced understanding of the roles within it
- Integrity and credibility within the industry
- Recent working knowledge of industry sector issues and an interest/commitment to the development of skills and training
- Strong networking skills to engage or develop a mechanism for communicating with and gaining feedback from industry stakeholders
- A working understanding of the qualification(s), industry standard(s) and any programme(s) of training
- A willingness to collaborate with Ringa Hora and its delivery partners
- Ability to work in a team
- Availability and time to participate in email discussion, consultation, and meetings.

Meetings

Ringa Hora will arrange and facilitate all meetings and support the steering and technical advisory groups through the development process in the following ways:

- Preparation of papers prior to meetings. Papers will be sent out in advance of each meeting to allow time for members to review.
- Minute and note taking
- Communicating with members about meeting dates, further action(s) required and consultation processes/ requirements
- Preparing all documentation for NZQA.

Table 4 describes further details related to meetings.

Table 4 - Further meeting details

Area	Description
Quorum	The quorum is 60% of total group membership. When a meeting is not quorate, any decisions must be confirmed in writing by a minimum of 60% of the total group to be binding.
Decision-making	All members contribute to decision-making and are encouraged to seek external input as required.
Frequency/Term	An initial face to face meeting will be convened. Revised documents will be emailed to members for feedback following each meeting. A series of further meetings will be scheduled over approximately six months (subject to change).
Dispute Resolution	Any disputes within the group will be discussed by the group promptly and in good faith. If resolution remains an issue, the dispute will be notified to the Review Lead, who will refer the issue to their manager to determine a mutually acceptable arbitrator to assist.

Approval process for Terms of Reference

The terms of reference above will be discussed, adjusted if required, and approved at the initial meeting of the working group.

Resolving Issues

In the event of an issue arising, in the first instance the nature of the conflict will be identified, and resolution sought within the group where the issue arose. If an issue raised in the TAG is not successfully resolved, the issue will be escalated for appropriate resolution.

If the issue has not been resolved by the TAG, the issue will be escalated by the leading Qualification Development Facilitator to Ringa Hora Services Workforce Development Manager (Qualification Development) who will plan and implement a process for resolution. If required a neutral party may be called upon to arbitrate.

Working Group Costs

Members are to cover their own costs for:

- travel and transport
- accommodation and meals

Ringa Hora Services Workforce Development Council covers any costs for catering during in person meetings, and the hiring of the meeting venue.

Reporting Requirements

Project activities will be reported to:

- Ringa Hora Services Workforce Development Council – Senior Management team
- NZQA
- Tertiary Education Commission (TEC).

Completion of Project

The completion of the project will be in accordance with NZQA review processes - for further information see Changes to standards and national qualifications :: NZQA

The Working Group will be advised when the project has been completed and the products are available for public usage.

Appendix 3 - Summary of Contacts

The following industry/provider organisations are a summary of who we have engaged with from 2022-2024.

Organisations

SkyCity
Star Group
NZ Defence Force
Compass Group
Montana Catering
EVT
Taste Nature
Schnappa Rock Restaurant
Coffee Worx
Onslow
Moiety Restaurant
The Vic Public House
Gatherings Restaurant
Cassia
The Dishery
Vault 21
Hospitality NZ
Restaurant Association NZ
NZ Chefs
And more

Providers

Universal College of Leaning (Te Pūkenga)
Otago Polytechnic (Te Pūkenga)
Ara (Te Pūkenga)
Western Institute of Technology at Taranaki
International Culinary Studio
Toi Ohomai Institute of Technology
Manukau Institute of Technology
NZMA
Skills Consulting Group
ServiceIQ
NZSEG
Horowhenua Learning Centre
Whitireia/WelTec (Te Pūkenga)
NZ School of Food and Wine
Kerikeri High School
Le Cordon Bleu

Appendix 4 – NZQA links to Current Cookery Qualifications and domains for aligned Unit Standards

Qualifications under review

- New Zealand Certificate in Cookery (Level 3) [2100]
- New Zealand Certificate in Cookery (Level 4) [2101]
- New Zealand Diploma in Cookery (Advanced) (Level 5) with strands in Cookery and Patisserie [2102]

Unit standards

To view individual unit standards that may be aligned with cookery qualifications:
1. Click the NZQA link here
2. Insert a domain name from the below list e.g. Cookery
3. Select a standard from levels 3-5.

Domains

- Cookery - Domain - Cookery (nzqa.govt.nz)
- Catering Services - Domain - Catering Services (nzqa.govt.nz)
- Food and Beverage Service - Domain - Food and Beverage Service (nzqa.govt.nz)
- Food Safety - Domain - Food Safety (nzqa.govt.nz)

Draft Skill Standards
- Culinary Koha draft skill standards at Level 3 & 4 (from late 2023) – see Draft Skill Standards + section of: Hospitality Culinary Koha Project - Ringa Hora

Appendix 5 – New Service Sector Skills Level 3

Please click here for further information

Qualifications	Developer
New Zealand Certificate in Service Sector Skills (Level 3) with Optional Strand in Service Speciality [Ref:5025] (40-60 credits)	Ringa Hora
Micro-credentials	
Service Skills Common core (draft being evaluated by NZQA) Common-Core-service-skills-MC-Website-copy-.docx (live.com) – *comprises two skill standards 40045 & 40048*	Ringa Hora
Skill Standards	
40045- Apply customer service techniques to provide quality customer service interactions (Level 3, 10 credits)	Ringa Hora
40048 - Work effectively in a team to foster a safe, sustainable, and productive workplace (Level 3, 10 credits)	Ringa Hora

Figure 3 - Development options

Recap: options for Culinary Koha

RINGA HORA
Services
Workforce Development Council
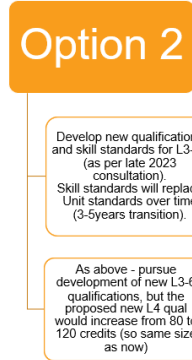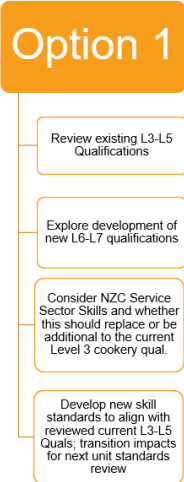
Option 1

Option 2

Option 1 - Review current qualifications and develop skill standards

There are several parts to this, but the key focus is on reviewing existing qualifications, and checking for gaps (e.g. need for new L6&7 quals); and exploring any potential for micro-credentials.

A decision will be required around whether the current L3 qual will be retained and/or replace/ sit alongside the new Service sector skills qual.

Skill standards will replace unit standards over time – but cookery unit standards are not due for review until December 2026, so time to develop skill standards

Review existing L3-L5 Qualifications

Explore development of new L6-L7 qualifications

Consider NZC Service Sector Skills and whether this should replace or be additional to the current Level 3 cookery qual.

Develop new skill standards to align with reviewed current L3-L5 Quals; transition impacts for next unit standards review

Develop new qualifications and skill standards for L3-L6 (as per late 2023 consultation). Skill standards will replace Unit standards over time (3-5years transition).

As above - pursue development of new L3-6 qualifications, but the proposed new L4 qual would increase from 80 to 120 credits (so same size as now)

Option 2 – Develop new qualifications and skill standards at L3-6
This option involves replacing the current qualifications with new qualifications e.g. L3 Cookery – L3 Service Sector Skills. New L4 qualification.

Another variation is the same as above but increasing the credit variation from for L4 from 80-120 credits.

Summary of survey feedback

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1. **Industry Relevance**: Risks arise if training and qualifications are not valued by the industry.
2. **Qualification Update**: Prefer updating existing qualifications flexibly without strict skill standards.
3. **Skill Integration**: Include teamwork, sustainability, problem-solving, and Te Ao Māori, with needed support for providers.
4. **Retain and Adapt**: Keep effective elements of current qualifications while gradually introducing flexible skill standards.
5. **Concerns**:
    1. Open qualifications might lack focus on core skills.
    2. Small businesses and regional input need more attention.
    3. Significant redesign work and quality assessment are crucial.
6. **Build on Success**: Enhance current qualifications, adding new strands for specific contexts like Marae and Food Trucks.
7. **Cookery Skills**: Ensure Level 4 cookery skills are covered and integrated with technical skills.
8. **Review Approach**: Updating current qualifications is seen as less disruptive than new apprenticeship models or unit standards.
9. **Flexibility Risks**: Manage flexibility to avoid gaps in skills for different contexts (e.g., vegan vs. non-vegan).
10. **Skill Impact**: Consider how changes affect the skill levels of new graduates.
11. **System Development**: Update the system to meet New Zealand's industry needs rather than copying European models.

RINGA HORA
Services
Workforce Development Council

1. **Duration and Recognition**: Keeping the current qualification duration supports skill development and industry recognition.
2. **Effective Learning Hours**: Current work -based learning hours work well for managing apprenticeships with full -time work and seasonal changes.
3. **Qualification Review**: Update qualifications while keeping credit values and adding regional and sustainability aspects.
4. **Higher-Level Focus**: Level 5 to 7 qualifications should emphasize practical skills for professional growth and future Recognition of Prior Learning (RPL).
5. **Maintain Standards**: Preserve the high standards of the chef trade while exploring new qualifications for specific needs.
6. **Industry Pathways**: Consider how skills from different settings (e.g., cafes, food trucks, Marae, Māori Culinary) transfer to more complex roles.
7. **Technical Skills**: Include technical skills and manage qualification levels appropriately.