**QUALIFICATION DETAILS**

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| **Qualification number/Te nama o te tohu mātauranga** | 2103 |
| **English title/Taitara Ingarihi** | New Zealand Certificate in Accommodation (Level 3) with strands in Housekeeping, ~~Portering,~~ and Reception and Guest Services |
| **Māori title/Taitara Māori** |  |
| **Version number/Te putanga** | 3 | **Qualification type/Te momo tohu** | Certificate |
| **Level/Te kaupae** | 3 | **Credits/Ngā whiwhinga** | 40 |
| **NZSCED/Whakaraupapa** | 110101 Food, Hospitality and Personal Services>Food and Hospitality>Hospitality |
| **Qualification developer/Te kaihanga tohu** | Ringa Hora Services Workforce Development Council |
| **Review Date /Te rā arotake**  | dd/mm/yyyy |

**OUTCOME STATEMENT/TE TAUĀKI Ā-HUA**

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| **Strategic Purpose statement/ Te rautaki o te tohu** |
| The purpose of this qualification is to provide competent employees for the commercial accommodation sector who are able to work as housekeepers, receptionists, guest services agents in a commercial accommodation establishment, and support their employment opportunities across a range of establishments in the accommodation sector. Industry will benefit by having graduates able to use established standards of professional practice for housekeeping, reception or guest service delivery in a range of accommodation environments, operating under supervision. Graduates will be able to operate as staff in the commercial accommodation sector fulfilling various work roles according to the strand. All graduates will have a basic, sufficient understanding of conditions and requirements of the industry and its focus on service to customers. The strands in this qualification allow graduates to specialise in an area within accommodation services.Indigenous values of manaakitanga, whanaungatanga and kaitiakitanga in relation to the accommodation sector may be encompassed in the holistic outcomes of this qualification.  |

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| **Graduate Profile/Ngā hua o te tohu** |
| Graduates of this qualification will be able to:* Apply health, safety and security practices in a commercial accommodation establishment to ensure own safety and minimise potential hazards for guests.
* Communicate effectively and behave in a professional manner with colleagues, managers and guests in a commercial accommodation establishment.
* Follow standard operating procedures to deal with familiar problems in a commercial accommodation establishment.

Graduates of the Housekeeping strand will also be able to:* Clean and service a room in a commercial accommodation establishment in a timely manner to enhance guest experience.

Graduates of the Reception and Guest Services strand will also be able to:* Provide reception, reservation and other guest services in a commercial accommodation establishment.
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| **Education Pathway/ Ngā huarahi mātauranga** |
| Graduates of this qualification may progress to:- New Zealand Certificate in Business (Introduction to Team Leadership) (Level 3) [Ref: 2453] – *expiring December 2027*- New Zealand Certificate in Leadership (Level 3) [Ref: 5304]- New Zealand Certificate in Business (First Line Management) (Level 4) [Ref: 2456] - *expiring December 2027*- New Zealand Certificate in Leadership (Level 4) [Ref: 5306]- New Zealand Diploma in Hospitality Management (Level 5) [2539] or other relevant industry qualifications at a higher level. |

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| **Employment, Cultural, Community Pathway/ Ko ngā huarahi ā-mahi, ā-ahurea, ā-whānau, ā-hapū, ā-iwi, ā-hapori anō hoki**  |
| This qualification leads to employment as housekeepers, receptionists and guest service agents in a hotel or other commercial hospitality establishment such as a lodge, backpackers, motel, serviced apartment, hostel, holiday park, and may include aged care accommodation facilities. |

**QUALIFICATION SPECIFICATIONS/ NGĀ TAUWHĀITITANGA O TE TOHU**

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| Qualification Award/ Te whakawhiwhinga o te tohu | This qualification may be awarded by an organisation with an approved programme or accreditation to deliver an approved programme. |
| Evidence requirements for assuring consistency/ Ngā taunaki hei whakaū i te tauritenga  | Evidence may include the following:   * an overview of the mapping of the programme learning outcomes and assessments to the graduate profile outcomes.
* analysis of results end user surveys (e.g. employers, next tutors, graduates) to determine how well graduates are meeting the graduate profile outcomes.
* analysis of a range of workplace evidence demonstrating that graduates meet the graduate profile outcomes.
* evidence of effective internal and external moderation and quality assurance systems and processes.
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| Minimum standard of achievement and standards for grade endorsements/ Te pae o raro e tutuki ai, ngā paerewa hoki hei whakaatu i te taumata o te whakatutukinga | Achieved |
| Other requirements for the qualification (including regulatory body or legislative requirements)/ Kō ētahi atu here o te tohu (tae atu hoki ki ngā here ā-hinonga whakamarumaru, ki ngā here ā-ture rānei) | None |
| General conditions for programme/ Ngā tikanga whānui o te hōtaka  | Commercial accommodation establishment refers to hotels, motels, lodges, resorts, serviced apartments, hostels, holiday parks, and may include aged care accommodation facilities.Programmes must incorporate opportunities to develop and apply literacy, numeracy, and digital skills in contextually relevant and meaningful ways. Programmes should include awareness of sustainable and regenerative practices within the accommodation sector which lower the carbon footprint such as sourcing of local products, recycling, minimising wastage, economic use of resources (power, water), and how these are relevant in the sector. Programmes will be underpinned by Te Tiriti o Waitangi/The Treaty of Waitangi. As such, programmes will thread te reo Māori and tikanga Māori learning throughout as appropriate. [Te Tiriti o Waitangi Programme Development Supporting Information.pdf](https://ringahora.nz/wp-content/uploads/2025/07/Te-Tiriti-o-Waitangi-Programme-Development-Supporting-Information-1.pdf)Programmes should reflect Māori values of manaakitanga, whanaungatanga, and kaitiakitanga in relation to accommodation, and weave these values through the teaching and learning.Providers are advised to refer to the Ringa Hora Services Workforce Development Council [Programme endorsement considerations:](https://ringahora.nz/qualifications-and-assurance/programme-endorsement/)* Ngā Whakamārama - Programme content
* Mana ōrite mō te hunga ako - Equity for learners
* Torotoronga me te kimi whakaaro - Programme engagement and consultation
* Te ao Māori
* Te akoako me ngā reo o Te Moana-nui-a-Kiwa - Pacific languages and learners
* Tangata Whaikaha - Disabled people.
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**CONDITIONS RELATING TO THE GRADUATE PROFILE /NGĀ TIKANGA E HĀNGAI ANA KI NGA HUA O TE TOHU**

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| **Qualification outcomes/** **Ngā hua** | **Credits/****Ngā whiwhinga** | **Conditions/****Ngā tikanga** |
| 1. | Apply health, safety and security practices in a commercial accommodation establishment to ensure own safety and minimise potential hazards for guests. | 5  |  |
| 2. | Communicate effectively and behave in a professional manner with colleagues, managers and guests in a commercial accommodation establishment. | 5  |  |
| 3. | Follow standard operating procedures to deal with familiar problems in a commercial accommodation establishment. | 5  |  |
|  | **Elective Strand – Housekeeping** |
| 4. | Clean and service a room in a commercial accommodation establishment in a timely manner to enhance guest experience. | 25  |  |
|  | **Elective Strand – Reception and Guest Services** |
| 5. | Provide reception, reservation and other guest services in a commercial accommodation establishment. | 25  |  |

**TRANSITION INFORMATION/ HE KŌRERO WHAKAWHITI**

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| Replacement information/ He kōrero mō te whakakapi  | This qualification replaced the National Certificate in Hospitality (Level 2) with strands in Accommodation Services, and Porter Services [Ref: 1599] and the National Certificate in Hospitality (Front Office) (Level 3) [Ref: 0557].These qualifications were discontinued. |
| Additional transition information/ Kō ētahi atu kōrero mō te whakakapi | Version InformationVersion 3 of this qualification was published in XXXX 2025 as part of a scheduled 5-year review. Please refer to [Qualifications and Assessment Standards Approvals](https://www.nzqa.govt.nz/framework/updates/summaries.do) for further information.The last date for assessments to take place for version 2 of this qualification is 31 December 2028. People currently enrolled in programmes leading to version 2 of this qualification may either complete the requirements by 31 December 2028 or transfer to version 3 of the qualification.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 contact the qualification developer at the following address:Ringa Hora Services Workforce Development CouncilPO Box 445Wellington 6140Phone: 04 909 0306Email: qualifications@ringahora.nz Website: <https://www.ringahora.nz> |