**QUALIFICATION DETAILS**

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| **Qualification number/Te nama o te tohu mātauranga** | 2104 |
| **English title/Taitara Ingarihi** | New Zealand Certificate in Food and Beverage Service (Level 3) with strands in Barista, Bar Services, ~~Buffet Services,~~ Café Services, ~~Function Services,~~ Quick Service Restaurant Services, and Restaurant 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/2030 |

**OUTCOME STATEMENT/TE TAUĀKI Ā-HUA**

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| **Strategic Purpose statement/ Te rautaki o te tohu** |
| The purpose of this qualification is for those who wish to be employed or are already employed as service personnel in a range of establishments in the hospitality sector.It will supply the food and beverage sectors with employees who are able to provide service that meets standards of professional practice that provides customers with confidence. The strands in this qualification allow graduates to specialise in an area of food and beverage service. Graduates will be able to work under limited supervision. |

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| **Graduate Profile/Ngā hua o te tohu** |
| Graduates of this qualification will be able to:* Comply with standard operating procedures to work safely and deal with familiar challenges when serving customers in a hospitality establishment. *(combines intent of current GPOs 1&3)*
* Communicate effectively when serving customers to maintain positive customer experiences and behave in a professional and culturally responsive manner with colleagues, managers and customers in a hospitality establishment.

Graduates of the Barista strand will also be able to:* Prepare and present a range of beverages for customers.

Graduates of the Bar Services strand will also be able to:* Prepare and present alcoholic and non-alcoholic beverages and food in a bar.

Graduates of the Café Services strand will also be able to:* Prepare and present a range of food and beverages in a café.

Graduates of the Quick Service Restaurant Services strand will also be able to:* Prepare for and provide food service in a quick service restaurant

Graduates of the Restaurant Services strand will also be able to:* Provide food and beverage service in a range of settings such as restaurants, buffets and functions.
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| **Education Pathway/ Ngā huarahi mātauranga** |
| This qualification can lead on from the New Zealand Certificate in Hospitality (Level 2) [Ref: 2108]. This qualification can lead on to the New Zealand Certificate in Food and Beverage Service (Level 4) with strands in ~~Restaurant Services~~ Hospitality Service Operations, and Quick Service Restaurant Services [Ref: 2105]. |

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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**  |
| Graduates may be employed as service personnel in cafés, bars or clubs, restaurants which provide table, buffet or function services, or baristas in hospitality establishments, or a crew member in a quick service restaurant. |

**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 (such as 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 qualification 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  | Programmes should include awareness within the food and beverage, and hospitality sectors of digital technology (such as using point-of sale systems and digital booking tools) and financial literacy (such as understanding pricing, transaction and customer payments processing).Programmes should include applying sustainable and regenerative practices that reduce the carbon footprint, address environmental and community impact, support economic and business viability. and promote the social well-being of staff within the hospitality 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. (combines 1 & 3) | ~~GPO1 Apply health and safety, food safety and security practices to ensure own safety and minimise potential hazards when serving customers in a hospitality establishment. (10cr)~~~~GPO3 Follow standard operating procedures to deal with familiar problems in a hospitality establishment. (5cr)~~Comply with standard operating procedures to work safely and deal with familiar challenges when serving customers in a hospitality establishment. | ~~10+5~~ 15 |  |
| 2. | Communicate effectively when serving customers to maintain positive customer experiences and behave in a professional and culturally responsive manner with colleagues, managers and customers in a hospitality establishment. | 5  |  |
| **Elective Strand – Barista** |
| 3. (was 4) | Prepare and present a range of ~~espresso~~ beverages for customers. | 20  |  |
| **Elective Strand – Bar Services** |
| 4. (was 5) | ~~Provide~~ Prepare and present alcoholic and non-alcoholic beverages and food in a bar. | 20  |  |
| **Elective Strand – Café Services** |
| 5. (was 7) | Prepare and present a range of food and beverages in a café. | 20  |  |
| **Elective Strand – Quick Service Restaurant Services** |
| 6. (was 9) | Prepare for and provide food service in a quick service restaurant. | 20  |  |
| **Elective Strand – Restaurant Services** |
| 7. (was 10) | Provide food and beverage service in a range of settings such as restaurants, buffets and functions. | 20  |  |

**TRANSITION INFORMATION/ HE KŌRERO WHAKAWHITI**

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| Replacement information/ He kōrero mō te whakakapi  | This qualification replaced the National Certificate in Hospitality (Bars and Clubs) (Level 3) [Ref: 1555], the National Certificate in Hospitality (Cafes) (Level 3) [Ref: 1554], the National Certificate in Hospitality (Level 3) with strands in Restaurant Service, and Functions Service [Ref: 1556], and the National Certificate in Hospitality (Quick Service Restaurants) (Level 2) [Ref: 1490].  These qualifications have been discontinued.  |
| Additional transition information/ Kō ētahi atu kōrero mō te whakakapi | **Version Information**Version 3 of this qualification was published in MM 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 programmes leading to version 1 of this qualification is 31 December 2025. The last date for assessments to take place for programmes leading to version 2 of this qualification is 31 December 2028.People currently enrolled in programmes leading to the current version 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 Services Workforce Development Council that no existing learner should be disadvantaged by these transition arrangements. Any person who considers they have been disadvantaged may contact:   Ringa Hora Services Workforce Development CouncilPO Box 445Wellington 6140Email: [qualifications@ringahora.nz](https://www.nzqa.govt.nz/nzqf/search/qualifications%40ringahora.nz)Website: [https://www.ringahora.nz](https://ringahora.nz/)**Republication information**Version 2 of this qualification was republished in October 2023 to extend the last date for assessment of version 1 of this qualification from 31 December 2023 to 31 December 2025. Please refer to October 2023 [Qualifications and Assessment Standards Approvals](https://www.nzqa.govt.nz/framework/updates/summaries.do) for further information. |