**QUALIFICATION DETAILS**

|  |  |  |  |
| --- | --- | --- | --- |
| **Qualification number/Te nama o te tohu mātauranga** | 2105 | | |
| **English title/Taitara Ingarihi** | New Zealand Certificate in Food and Beverage Service (Level 4) with strands in ~~Restaurant Services~~ Hospitality Service Operations, and Quick Service Restaurant Services | | |
| **Māori title/Taitara Māori** |  | | |
| **Version number/Te putanga** | 3 | **Qualification type/Te momo tohu** | Certificate |
| **Level/Te kaupae** | 4 | **Credits/Ngā whiwhinga** | 60 |
| **NZSCED/Whakaraupapa** | 110103 Food, Hospitality and Personal Services>Food and Hospitality>Food and Beverage Service | | |
| **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**

|  |
| --- |
| **Strategic Purpose statement/ Te rautaki o te tohu** |
| The purpose of this qualification is for those who wish to be or are already employed as food and beverage servers in a range of establishments in the hospitality sector.  It will provide the hospitality and food and beverage sectors with staff with advanced skills to work as food and beverage servers in restaurants or as shift supervisors in quick-service restaurants.  The strands in this qualification allow graduates to specialise in an area of food and beverage service. Graduates will be able to operate autonomously and have some responsibility for supervising others. |

|  |
| --- |
| **Graduate Profile/Ngā hua o te tohu** |
| Graduates of this qualification will be able to:   * Implement and ensure compliance with relevant standard operating policies and procedures to foster a safe, sustainable, and productive food and beverage, and hospitality workplace. * Interact and engage effectively with colleagues, managers, and customers to facilitate service delivery in a food and beverage, and hospitality environment.   Graduates of the Hospitality Service Operations strand will also be able to:   * Provide food and beverage service to customers in a hospitality business. * Implement legislative requirements to ensure compliance within a hospitality establishment.   Graduates of the Quick Service Restaurant Services strand will also be able to:   * Plan and coordinate production to meet customer and service requirements for quick service shifts. |

|  |
| --- |
| **Education Pathway/ Ngā huarahi mātauranga** |
| This qualification may lead on to the ~~New Zealand Certificate in Hospitality (Advanced) (Level 5) with strands in Accommodation, Catering Services, Food and Beverage Service, and Quick Service Restaurants Services [Ref: 2109].~~ *Proposed to expire*  New Zealand Certificate in Leadership (Level 4) [Ref: 5306] or the New Zealand Diploma in Hospitality Management (Level 5) [Ref: 2539]. |

|  |
| --- |
| **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 food and beverage servers in a broad range of food and beverage service outlets, or a shift supervisor in a Quick Service Restaurant. |

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

|  |  |
| --- | --- |
| 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:   * analysis of results of end user surveys (such as employers, next tutors, graduates) to determine how well graduates are meeting the graduate profile outcomes * an overview of the mapping of the programme learning outcomes and assessments to 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. |
| 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 relevant digital technology (such as using point-of sale systems and digital booking tools), and financial literacy (such as understanding costings, and handling transactions).  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. |

**CONDITIONS RELATING TO THE GRADUATE PROFILE /NGĀ TIKANGA E HĀNGAI ANA KI NGA HUA O TE TOHU**

|  |  |  |  |
| --- | --- | --- | --- |
| **Qualification outcomes/**  **Ngā hua** | | **Credits/**  **Ngā whiwhinga** | **Conditions/**  **Ngā tikanga** |
| 1 | ~~GPO1: Monitor and maintain health and safety, food safety and security practices to ensure personal safety and minimise potential hazards when serving customers.(10cr) GPO3: Apply, and ensure compliance with standard operating policies and procedures relevant to the performance of work roles in a hospitality establishment. (5cr)~~  Implement and ensure compliance with relevant standard operating policies and procedures to foster a safe, sustainable, and productive food and beverage workplace. | 15 |  |
| 2 | ~~Ensure delivery of customer service through monitoring and maintain interactions between colleagues, managers and customers. (5cr)~~  Interact and engage effectively with colleagues, managers, and customers to facilitate service delivery in a food and beverage, and hospitality environment. | ~~5~~ 10 |  |
| Elective Strand – Hospitality Services Operations | | | |
| 4 | ~~Arrange and coordinate food and beverage service operations.~~  Provide food and beverage service to customers in a hospitality business. | 25 |  |
| 5 | Implement legislative requirements to ensure compliance within a hospitality establishment. | ~~15~~ 10 |  |
| Elective Strand – Quick Service Restaurant Services | | | |
| 6 | Plan and coordinate production to meet customer and service requirements for quick service shifts. | ~~40~~ 35 |  |

**TRANSITION INFORMATION/ HE KŌRERO WHAKAWHITI**

|  |  |
| --- | --- |
| Replacement information/  He kōrero mō te whakakapi | This qualification replaced the National Certificate in Hospitality (Restaurant Service) (Level 4) [Ref: 1557] and the National Certificate in Hospitality (Quick Service Restaurants) (Level 3) [Ref: 1491].  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 [Qualification 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 Council  PO Box 445  Wellington 6140  Phone: 04 909 0306  Email: [qualifications@ringahora.nz](https://auth.nzqa.govt.nz/mqa/sqr/qualifications/2105/versions/qualifications@ringahora.nz)  Website: [https://www.ringahora.nz](https://auth.nzqa.govt.nz/mqa/sqr/qualifications/2105/versions/www.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. |