**QUALIFICATION DETAILS**

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| **Qualification number/Te nama o te tohu mātauranga** | 2108 |
| **English title/Taitara Ingarihi** | New Zealand Certificate in Hospitality (Level 2) |
| **Māori title/Taitara Māori** |  |
| **Version number/Te putanga** | 3 | **Qualification type/Te momo tohu** | Certificate |
| **Level/Te kaupae** | 2 | **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 to provide a pre-employment qualification for people who are entering the hospitality industry in a range of basic positions. This qualification is suitable for those interested in entering the hospitality industry, that will support their future employment opportunities to work across the different hospitality career pathways. Graduates will be able to operate under supervision in entry-level roles in the hospitality sector.Indigenous values of manaakitanga, whanaungatanga and kaitiakitanga in relation to the hospitality 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: * Meet basic health and safety requirements in a hospitality workplace.
* Provide customer service and apply the basic skills associated with one or more entry level roles in the hospitality industry.
* Carry out basic communication, teamwork, problem solving and self-management skills in relation to hospitality work.
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| **Education Pathway/ Ngā huarahi mātauranga** |
| This qualification can lead on to the: * New Zealand Certificate in Cookery (Level 3) [Ref: 2100],
* New Zealand Certificate in Accommodation (Level 3) with strands in Housekeeping, and Reception and Guest Services [Ref: 2103],
* New Zealand Certificate in Catering Services (Level 3) [Ref: 2106],
* New Zealand Certificate in Food and Beverage Service (Level 3) with strands in Barista, Bar Services, ~~Buffet Services~~, Cafe Services, ~~Functions Services~~, Quick Service Restaurant Services, and Restaurant Services [Ref: 2104].
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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 in basic roles in the hospitality industry, such as kitchen hand, waiter, barista, catering assistant, receptionist, or junior reservations agent.  |

**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 of 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  | Programmes must incorporate opportunities to develop and apply literacy, numeracy, and digital skills in contextually relevant and meaningful ways. These foundational competencies are essential for learner success, both within the programme and in future employment or further education.Programmes should include awareness of sustainable and regenerative practices within the hospitality 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 hospitality, 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 | Meet basic health and safety requirements in a hospitality workplace. | 5 |  |
| 2 | Provide customer service and apply the basic skills associated with one or more entry level roles in the hospitality industry. | 30  |  |
| 3 | Carry out basic communication, teamwork, problem solving and self-management skills in relation to hospitality work. | 5  |  |

**TRANSITION INFORMATION/ HE KŌRERO WHAKAWHITI**

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| Replacement information/ He kōrero mō te whakakapi  | This qualification replaced the National Certificate in Hospitality (Entry Skills) [Ref: 1257], the National Certificate in Hospitality (Foundation Skills) [Ref: 0587], and the National Certificate in Hospitality (Introductory Cookery) (Level 2) [Ref: 0552].  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 MONTH2025 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 Services Workforce Development Council 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 Council  PO Box 445 Wellington 6140 New ZealandTelephone: 04 909 0306 Email: [qualifications@ringahora.nz](https://auth.nzqa.govt.nz/mqa/sqr/qualifications/2108/versions/qualifications%40ringahora.nz) Web: [www.ringahora.nz](https://www.ringahora.nz/)**Replacement information**Version 2 of this qualification was republished in July 2023 to extend the last date for assessment of version 1 from 31 December 2023 to 31 December 2025.Please refer to July 2023 [Qualifications and Assessment Standards Approvals](https://auth.nzqa.govt.nz/mqa/sqr/qualifications/2108/versions/Qualifications%20and%20Assessment%20Standards%20Approvals) for further information. |