**QUALIFICATION DETAILS**

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| **Qualification number/Te nama o te tohu mātauranga** | 2539 | | |
| **English title/Taitara Ingarihi** | New Zealand Diploma in Hospitality Management (Level 5) | | |
| **Māori title/Taitara Māori** |  | | |
| **Version number/Te putanga** | 3 | **Qualification type/Te momo tohu** | Diploma |
| **Level/Te kaupae** | 5 | **Credits/Ngā whiwhinga** | 120 |
| **NZSCED/Whakaraupapa** | 080319 Management and Commerce > Business and Management > Hospitality Management | | |
| **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 the hospitality sector with people who are able to work as ~~junior or~~ trainee hospitality managers, supervisors or team leaders across a range of hospitality ~~sectors~~ operations.  Graduates will have enhanced employment opportunities within junior or trainee hospitality management, supervisor or team leader roles across a range of establishments in the hospitality sector.  This qualification establishes standards of professional practice for hospitality managers, supervisors or team leaders in a junior or trainee role that can provide customers with confidence in a range of hospitality environments.  Graduates will be able to work autonomously in a range of hospitality environments with some responsibility for the management and learning of others. |

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| **Graduate Profile/Ngā hua o te tohu** |
| Graduates of this qualification will be able to:   * Coordinate hospitality facilities, inventory, and supply processes to support achievement of yield and/or revenue targets. * Supervise hospitality operating procedures and ensure compliance with relevant standards and regulations. * Implement staffing strategies and support team development to foster positive working relationships in a hospitality environment. * Oversee day-to-day hospitality operations to maintain service quality and operational efficiency. * Support marketing initiatives and coordinate the delivery of service products within the hospitality sector. |

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| **Education Pathway/ Ngā huarahi mātauranga** |
| ~~This qualification builds on the New Zealand Certificate in Hospitality (Advanced) (Level 5) with strands in Accommodation, Catering Services, Food and Beverage Service, Quick Service Restaurant Services [Ref: 2109].~~ *Proposed to expire*  This qualification leads to the New Zealand Diploma in Hospitality Management (Level 6) [Ref: 2540]. |

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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 will be suitable for roles as junior or trainee hospitality management supervisor or team leader across a range of hospitality sectors such as kitchens, restaurants, bars, cafes, accommodation, catering or hotels. |

**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. |
| 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 applying sustainable management practices that reduce the carbon footprint, address environmental impact, support economic and business viability, and promote the social well-being of staff and community 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  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:  • 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**

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| **Qualification outcomes/**  **Ngā hua** | | **Credits/**  **Ngā whiwhinga** | **Conditions/**  **Ngā tikanga** |
| 1 | ~~Manage hospitality facilities, hospitality inventory and supplies to achieve yield and/or revenue targets~~  Coordinate hospitality facilities, inventory, and supply processes to support achievement of yield and/or revenue targets. | ~~20~~ 15 |  |
| 2 | ~~Manage hospitality operating procedures and compliance requirements.~~  Supervise hospitality operating procedures and ensure compliance with relevant standards and regulations. | ~~10~~ 15 |  |
| 3 | ~~Apply staffing strategies to facilitate positive staff relationships in a hospitality business or environment.~~  Implement staffing strategies and support team development to foster positive working relationships in a hospitality environment. | ~~10~~ 20 |  |
| 4 | ~~Manage hospitality operations in a hospitality business or environment.~~  Oversee day-to-day hospitality operations to maintain service quality and operational efficiency. | ~~60~~ 40 |  |
| 5 | ~~Manage marketing and supply of service products in the hospitality sector.~~ Support marketing initiatives and coordinate the delivery of service products within the hospitality sector. | ~~20~~ 30 |  |

**TRANSITION INFORMATION/ HE KŌRERO WHAKAWHITI**

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| Replacement information/  He kōrero mō te whakakapi | This qualification replaced the National Diploma in Hospitality (Business Management) (Level 5) [Ref: 0883], the National Diploma in Hospitality (Management) (Level 5) [Ref: 0769], and the National Diploma in Hospitality (Operational Management) (Level 5) with strands in Kitchen Management, Food and Beverage Management, Rooms Division Management, Functions Management, Quick Service Restaurants Management and Food Services Management [Ref: 1245].  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 hospitality qualifications review. Please refer to [Qualification approvals](https://www.nzqa.govt.nz/framework/updates/summaries.do) for further information.  The last date for assessment for 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 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  Phone: 04 909 0306  Email: [qualifications@ringahora.nz](mailto:qualifications@ringahora.nz)  Website: <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/2540/versions/Qualifications%20and%20Assessment%20Standards%20Approvals) for further information. |