**QUALIFICATION DETAILS**

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| **Qualification number/Te nama o te tohu mātauranga** | 2540 | | |
| **English title/Taitara Ingarihi** | New Zealand Diploma in Hospitality Management (Level 6) | | |
| **Māori title/Taitara Māori** |  | | |
| **Version number/Te putanga** | 3 | **Qualification type/Te momo tohu** | Diploma |
| **Level/Te kaupae** | 6 | **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 in management roles across a range of hospitality ~~sectors~~ operations.  Graduates will have experience working in the hospitality sector and sufficient and suitable knowledge of the industry to inform their acquisition of hospitality management knowledge and skills at an advanced level.  ~~Graduates will be able to fulfil the requirement of management roles in a wide range of establishments in the hospitality sector.~~  This qualification also establishes standards of professional practice for hospitality managers that can provide customers with confidence in a range of hospitality environments. |

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| **Graduate Profile/Ngā hua o te tohu** |
| Graduates of this qualification will be able to:   * Recruit, onboard, lead and develop hospitality teams to enhance staff performance and customer experience for a hospitality operation. * Apply advanced communication and negotiation strategies to manage complex staff and stakeholder relationships for a hospitality operation. * Use financial analysis to optimise yield and profitability, extending beyond operational revenue and inventory management for a hospitality operation. * Respond strategically to changes in the business environment to sustain or improve performance for a hospitality operation. * Plan integrated business strategies across finance, marketing, product development, and continuous improvement for a hospitality operation. |

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| **Education Pathway/ Ngā huarahi mātauranga** |
| This qualification builds on the New Zealand Diploma in Hospitality Management (Level 5) [Ref: 2539]. This qualification may lead on to further higher-level study in Hospitality Management or related disciplines, such as Bachelor of Applied Hospitality and Tourism Management (Level 7), Bachelor of Business (Hospitality Management major), Graduate Diplomas in Business or Event Management, and Postgraduate Diplomas in Tourism or Hospitality. |

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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 employment in management roles across a range of hospitality sectors including 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](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**

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| **Qualification outcomes/**  **Ngā hua** | | **Credits/**  **Ngā whiwhinga** | **Conditions/**  **Ngā tikanga** |
| 1 | ~~Manage and develop hospitality staff to ensure positive customer experiences.~~  Recruit, onboard, lead and develop hospitality teams to enhance staff performance and customer experience for a hospitality operation. | ~~10~~ 20 |  |

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| 2 | ~~Select and apply a range of communication, consultation, negotiation and reporting strategies to facilitate positive staff relationships in hospitality management situations~~.  Apply advanced communication and negotiation strategies to manage complex staff and stakeholder relationships for a hospitality operation. | 10 |  |
| 3 | ~~Analyse and apply financial management techniques to attain productivity, yield and profitability requirements for a hospitality operation.~~  Use financial analysis to optimise yield and profitability, extending beyond operational revenue and inventory management for a hospitality operation. | 20 |  |
| 4 | ~~Select and apply a range of strategic solutions, in response to changes in the hospitality business environment, in order to maintain or improve hospitality business performance.~~ Respond strategically to changes in the business environment to sustain or improve performance for a hospitality operation. | ~~40~~ 35 |  |
| 5 | ~~Plan and develop future business strategies that encompass financial management, product development, sales and marketing and continuous improvement processes in a hospitality environment.~~ Plan integrated business strategies across finance, marketing, product development, and continuous improvement for a hospitality operation. | ~~40~~ 35 |  |

**TRANSITION INFORMATION/ HE KŌRERO WHAKAWHITI**

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| Replacement information/  He kōrero mō te whakakapi | N/A |
| 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 to take place 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. |