**QUALIFICATION DETAILS**

|  |  |
| --- | --- |
| **Qualification number/Te nama o te tohu mātauranga** | 4366 |
| **English title/Taitara Ingarihi** | New Zealand Certificate in Hospitality (Level 3) |
| **Māori title/Taitara Māori** |  |
| **Version number/Te putanga** | 2 | **Qualification type/Te momo tohu** | Certificate |
| **Level/Te kaupae** | 3 | **Credits/Ngā whiwhinga** | 60 |
| **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**

|  |
| --- |
| **Strategic Purpose statement/ Te rautaki o te tohu** |
| The purpose of this qualification is to provide the hospitality sector with competent employees who are able to work in junior positions, operating under supervision in a commercial hospitality workplace.This qualification is suitable for individuals employed in junior work roles or interested in a career in the sector. It will support their employment opportunities in a commercial hospitality workplace.Industry will benefit by having graduates able to use established standards of professional practice for hospitality product and service delivery in a range of hospitality environments.Indigenous values of manaakitanga, whanaungatanga and kaitiakitanga in relation to the hospitality sector may be encompassed in the holistic outcomes of this qualification.  |

|  |
| --- |
| **Graduate Profile/Ngā hua o te tohu** |
| Graduates of this qualification will be able to:* Employ effective communication and customer service skills for a hospitality workplace, and resolve familiar problems by following standard operating procedures.
* Deliver a range of services and products to customers by applying appropriate skills in a range of commercial hospitality workplace environments.
 |

|  |
| --- |
| **Education Pathway/ Ngā huarahi mātauranga** |
| This qualification can lead on from the New Zealand Certificate in Hospitality (Level 2) [Ref: 2108]. This qualification leads to a range of pathways, including:New Zealand Certificate in Cookery (Level 3) [Ref 2100]New Zealand Certificate in Cookery (Level 4) [Ref: 2101]New Zealand Certificate in Accommodation (Level 3) with strands in Housekeeping, ~~Portering,~~ and Reception and Guest Services [Ref: 2103]~~New Zealand Certificate in Hotel Reception (Level 4) [Ref: 2111] –~~ *~~proposed to be discontinued~~*~~;~~New Zealand Certificate in Food and Beverage Service (Level 3) with strands in Barista, Bar Services, ~~Buffet Services~~, Café Services, ~~Functions Services~~, Quick Service Restaurant Services, and Restaurant Services [Ref: 2104]New Zealand Certificate in Food and Beverage Service (Level 4) with strands in ~~Restaurant Services/~~Hospitality Service Operations, and Quick Service Restaurants Services [Ref: 2105]New Zealand Certificate in Business (Introduction to Team Leadership) (Level 3) [Ref: 2453] – *expiring December 2027*New Zealand Certificate in Leadership (Level 3) [Ref: 5304]New Zealand Certificate in Business (First Line Management) (Level 4) [Ref: 2456] - *expiring December 2027*New Zealand Certificate in Leadership (Level 4) [Ref: 5306]. |

|  |
| --- |
| **Employment, Cultural, Community Pathway/ Ko ngā huarahi ā-mahi, ā-ahurea, ā-whānau, ā-hapū, ā-iwi, ā-hapori anō hoki**  |
| Graduates of this qualification will have the skills and knowledge to work as:* Kitchen assistant or other junior roles in a professional kitchen or commercial hospitality workplace.
* Service personnel in cafes and restaurants, bars or clubs, or baristas.
* Crew members in a quick service restaurant.
* Housekeepers, junior receptionists or guest service agents in commercial hospitality establishments such as hotels, lodges, backpackers, motels, serviced apartments, hostels, holiday parks, and aged care accommodation facilities.
 |

**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:* 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  | A hospitality workplace includes any setting where service and care are provided to enhance the experience and wellbeing of others. This encompasses traditional venues such as cafés, restaurants, and accommodation providers, as well as broader environments like aged care facilities and institutional food services.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 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 | Employ effective communication and appropriate customer service skills for a hospitality workplace, and resolve familiar problems by following standard operating procedures. | 20 (*combines current outcomes 1 & 2*) |  |
|  |  |  |  |
| 2 | Deliver a range of services and products to customers by applying appropriate skills in a range of commercial hospitality workplace environments. | 40 |  |

**TRANSITION INFORMATION/ HE KŌRERO WHAKAWHITI**

|  |  |
| --- | --- |
| Replacement information/ He kōrero mō te whakakapi  | None |
| Additional transition information/ Kō ētahi atu kōrero mō te whakakapi | **Version information:**Version 2 of this qualification was published in mm/yyyy 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 assessments to take place for programmes leading to version 1 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 2 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 445Wellington 6140Phone: 04 909 0306Email: qualifications@ringahora.nzWebsite: <https://www.ringahora.nz> |