National Certificate in Hospitality (Front Office) (Level 3)

Level   3

Credits   47

This qualification has been **reviewed**. The last date to meet the requirements is 31 December 2017.

Transition Arrangements

This qualification has been reviewed and replaced by the New Zealand Certificate in Accommodation (Level 3) with strands in Housekeeping, Portering and Reception [Ref: 2103]. People currently working towards this replaced qualification may either complete the requirements by 31 December 2017 or transfer their results to the replacement qualification.

After 31 December 2015 all new trainees will be enrolled in programmes leading to the replacement qualification.

For detailed information see Review Summaries on the NZQA website.

NZQF National Qualification Registration Information

Process	Version	Date	Last Date for Assessment
Registration	1	November 1998	December 2008
Review	2	January 2000	December 2008
Revision	3	January 2003	December 2010
Review	4	September 2006	December 2012
Review	5	November 2010	December 2017
Republished	5	June 2013	December 2017
Review	6	January 2015	December 2017

Standard Setting Body

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National Certificate in Hospitality (Front Office) (Level 3)

Level   **3**

Credits   **47**

Purpose

This is an entry level qualification for people working in a front office reception role in commercial accommodation environments.

The compulsory section of the qualification covers the knowledge and skills required for providing arrival and departure services, booking accommodation, performing debtor control functions, using telephone systems to provide guest services, maintaining personal presentation and greeting customers, dealing with customer complaints, maintaining a safe and secure environment, using telephone systems, providing customers with information, and providing hospitality sales and service opportunities.

The elective section of the qualification enables candidates to select standards from the areas of interpersonal communications, core service sector skills, generic and specialised hospitality skills, and guest services to fit with their job roles.

This qualification builds on the National Certificate in Hospitality (Entry Skills) [Ref: 1257] or the National Certificate in Hospitality (Porter Services) (Level 2) [Ref: 0558] and can lead onto the National Certificate in Hospitality (Hotel Reservations) (Level 4) [Ref: 1273] or the National Certificate in Hospitality (Operations Supervision) (Level 4) with strands in Food and Beverage Service, Gaming, Accommodation, and Front Office [Ref: 0882] or the National Diploma in Hospitality (Operational Management) (Level 5) with strands in Kitchen Management, Food and Beverage Management, Rooms Division Management, and Functions Management [Ref: 1245].

Credit Range

	Compulsory	Elective
Level 2 credits	6	-
Level 3 credits	31	10
Minimum totals	37	10

Requirements for Award of Qualification

Award of NZQF National Qualifications

Credit gained for a standard may be used only once to meet the requirements of this qualification.

Unit standards and achievement standards that are equivalent in outcome are mutually exclusive for the purpose of award. The table of mutually exclusive standards is provided on the New Zealand Qualifications Authority (NZQA) website: http://www.nzqa.govt.nz/qualifications-standards/standards/standards-exclusion-list/.

Reviewed standards that continue to recognise the same overall outcome are registered as new versions and retain their identification number (ID). Any version of a standard with the same ID may be used to meet qualification requirements that list the ID and/or that specify the past or current classification of the standard.

Summary of Requirements

- Compulsory standards
- Elective – A minimum of 10 credits as specified

Detailed Requirements

Compulsory
The following standards are required

Service Sector > Hospitality > Guest Services

ID	Title	Level	Credit
14411	Provide arrival and departure services at reception in a commercial hospitality environment	3	8
14412	Book accommodation for guests in a commercial hospitality environment	3	4
14416	Perform debtor control functions and reconcile balances in a commercial hospitality environment	3	6
14467	Use telephone systems to provide guest services in a commercial hospitality environment	2	2

Service Sector > Hospitality > Hospitality - Generic

ID	Title	Level	Credit
14462	Maintain personal presentation and greet customers in the hospitality industry	2	2
14464	Deal with customer complaints in the hospitality industry	3	4
14465	Maintain a safe and secure environment for people in the hospitality industry	3	3
14469	Provide customers with information about an establishment in the hospitality industry	2	2
21853	Provide hospitality sales and service opportunities to customers	3	6

Elective
A minimum of 10 credits at Level 3 or above

Field	Subfield	Domain
Humanities	Communication Skills	Interpersonal Communications
Service Sector	Hospitality	Guest Services
		Hospitality - Generic
		Hospitality - Specific Skills
	Service Sector Skills	Service Sector - Core Skills

Transition Arrangements

Version 5

Version 5 was issued following review.

Changes to structure and content
- Optional strand was removed and title was amended.
- Credit total was decreased from 66 or 78 to 47.
- Standards 1978, 11831, and 14468 were removed from the compulsory section.
- Standards 377, 378, 14433, 14466, and 21854 were removed from the compulsory section but are available in the elective section.
- The range of *Hospitality* standards available in the elective section was reduced from the *Hospitality* subfield to the domains *Guest Services*, *Hospitality - Generic*, and *Hospitality - Specific Skills*.
- Details of some standards were updated to reflect changes made when they were reviewed.

For detailed information see Review Summaries on the NZQA website.

People currently working towards version 4 of this qualification may either complete the requirements for that version or transfer to version 5.

Any candidate who feels that they have been disadvantaged by these transition arrangements should contact the Service Skills Institute (ServiceIQ) at the address given below.

Previous versions of the qualification

Version 4 was issued following a review which removed and added standards to the core compulsory section, included an optional strand, and amended the elective section.

Version 3 was issued to include the *Interpersonal Communications* domain in the elective section.

In March 2010, the following reverse transition arrangements were included in version 3.

Version 3 of this qualification contained a standard that had expired and been replaced by another standard. For the purposes of this qualification, people who have gained credit for the replacement standard are exempt from the requirement to gain credit for the expired standard.

Credit for	Exempt from
20665	14418

Version 2 was issued following review. Changes included removal of compulsory standards 14413, 14415, and 14416, addition of 14412 as a compulsory standard and reduction of the credit total from 67 to 65.

Certification

This certificate will display the logos of NZQA, the Service Skills Institute (ServiceIQ) and the organisation that has been granted consent to assess against standards that meet the requirements of the qualification (accredited).

Classification

This qualification is classified according to the classification system listed on the Directory of Assessment Standards (DAS) and the New Zealand Standard Classification of Education (NZSCED) system as specified below.

DAS Classification		NZSCED	
Code	Description	Code	Description
310	Service Sector > Hospitality	110101	Food, Hospitality and Personal Services > Food and Hospitality > Hospitality

Quality Management Systems
Providers and Industry Training Organisations must be granted consent to assess by a recognised Quality Assurance Body before they can register credits from assessment against standards. Accredited providers and Industry Training Organisations assessing against standards must engage with the moderation system that applies to those standards. Accreditation requirements and the moderation system are outlined in the associated Accreditation and Moderation Action Plan (AMAP) for each standard.