

Qualification Title: New Zealand Certificate in Health and Wellbeing (Level 2)

Qualification number: 2469

Date of review: 28 September 2016

Final decision on consistency of the qualification: National Consistency is Confirmed

Threshold:

The threshold to determine sufficiency with the graduate profile was determined as evidence of:

graduates demonstrating the skills listed in the graduate profile, while working in a health and wellbeing context under supervision, managing a limited range of processes and familiar problems.

Tertiary Education Organisations with sufficient evidence

Tertiary Education Organisation	Final rating
Community Support Services ITO Limited (Careerforce)	Sufficient

Introduction

This qualification was developed to recognise the skills and knowledge required to provide person-centred support in a health and wellbeing context. The level two, 40 credit qualification is designed for those who are working at entry level. This qualification was developed by Community Support Services ITO Limited (Careerforce) and approved in 2014.

At the time of this review only Careerforce had graduates. This level 2 qualification has 94 graduates. Careerforce attended the review with two representatives, along with observers from providers who are currently running programmes that lead to the qualifications, Ara Institute of Technology, Western Institute of Technology and the Corporate Academy Group.

Evidence

The Education Organisation provided a range of evidence to demonstrate that their graduates met the graduate profile outcomes.

The criteria used to judge the evaluation question were (p10 NZQA consistency guidelines):

- The nature, quality and integrity of the evidence presented by the Education Organisation
- How well the organisation has analysed, interpreted and validated the evidence, and used the understanding gained to achieve actual or improved consistency

- The extent to which the Education Organisation can reasonably justify and validate claims and statements relating to the consistency of graduate outcomes, including in relation to other providers of programmes leading to the qualification

How well does the evidence provided by the education organisation demonstrate that its graduates match the graduate outcomes at the appropriate threshold?

The evidence supplied included documentation to demonstrate how the unit standards, assessed as part of the programme, were aligned to the graduate attributes. In addition, the provider outlined how consistency of assessment is maintained through pre-assessment moderation, assessor guidelines and training and post assessment moderation. Evidence of stakeholder engagement in the development of the qualification was also supplied.

Strong evidence included surveys conducted with employers and graduates that asked these key stakeholders for their feedback with respect to the subject content and assessment requirements for each of the graduate attributes. This evidence indicates that employers and graduates believed the subject matter and assessments for each of the attributes matched or exceeded workplace requirements. The evidence of graduate outcomes was further strengthened by a number of employer attestations that spoke to the value of the training. One employer of 20 graduates noted that as a result of the training the graduates are more confident and competent with fewer complaints from clients.

An evaluation of a pilot was conducted to understand the enablers and challenges of offering this qualification to support workers working without an employer. The evaluation noted positive changes in carer practice that had resulted from the qualification. This report was useful for providing assurance that these graduates met the graduate profile.

Overall, the programme evidence, including that of robust assessment practice and evidence from the graduate and employer surveys and employer attestations makes a convincing case to demonstrate that these graduates match the graduate outcomes at the appropriate threshold.

Examples of good practice

As above.

Issues and concerns

An interesting issue raised by the providers at the meeting was the fact that some employers place employees, with the level two and level three qualifications in positions where they are working without expected levels of supervision.

Another issue was raised with respect to schools assessing and reporting credits and school students achieving the qualification without the knowledge of the ITO. Careerforce were aware of one graduate who had achieved the qualification via this pathway, but were unable to gain information on how well they met the graduate outcomes or whether they were in employment.

Recommendations to Qualification Developer

None.