Report of Focused Review

St John

Date of report: August 2013
Contents

Purpose of this Report..........................................................................................3

Introduction.............................................................................................................3
  1. Scope of focused review ..................................................................................3
  2. Conduct of focused review ............................................................................3

Summary of Results..............................................................................................5

Results in Detail.....................................................................................................6

Recommendations.................................................................................................11

Further Actions.....................................................................................................12

Appendix – Definitions..........................................................................................13

MoE Number: 7321
NZQA Reference: C12080
Date(s) of Review visit: 12 and 13 June 2013
Purpose of this Report

The purpose of this focused review report is to provide a public statement about the Tertiary Education Organisation’s (TEO) compliance with the First Aid training requirements. It forms part of the accountability process required by Government to inform investors, the public, students, prospective students, communities, employers, industry and other interested parties. It is also intended to be used by the TEO itself for quality improvement purposes.

Introduction

1. Scope of focused review

This review investigates how effectively St John complies with the First Aid training requirements, as these are set down in the documents entitled First Aid as a Life Skill: Training Requirements for Quality Provision of Unit Standard-based First Aid Training and Consent to assess against standards on the Directory of Assessment Standards Rules 2011.

In particular, NZQA seeks to gain assurance that St John complies with the following requirements:

- Minimum number of hours of training
- Trainer and qualification requirements for First Aid trainers
- Management of sub-contracting arrangements

NZQA also reserves the right to note in this report other instances of non-compliance with the requirements in the regulatory documents listed above, should any such be identified in the course of the investigation.

2. Conduct of focused review

The focused review was conducted by a team of two reviewers and the NZQA compliance assessment monitor over two days at Mt Wellington, Auckland. The review included interviews with the training services manager and the PTE/NZQA manager and a training development manager. St John instructors were interviewed face to face and via telephone. Phone calls to schools and other stakeholders, including coordinators and participants in training, were completed while on site. A range of documents was available for review and included the programme development manager update, course workbooks, lesson plans, pre-course information, a random sampling of staff files, instructor spreadsheet of qualifications, quality management system manual, best practice guide for tutors, completed tutor observations, first aid instructor performance and planning reviews, internal moderation reports and confirmation of training communication. Other
resources reviewed included the St John website and a range of marketing and advertising materials, communications and meeting minutes.

No post-visit work was undertaken.
Summary of Results

Minimum training hours

- St John **partly met** the minimum training hours requirements of *First Aid as a Life Skill: Training Requirements for Quality Provision of Unit Standard-based First Aid Training*.

Trainer and qualification requirements for First Aid trainers:

- St John **met** the trainer and qualification requirements for First Aid trainers in *First Aid as a Life Skill: Training Requirements for Quality Provision of Unit Standard-based First Aid Training*.

Management of sub-contracting arrangements

- St John does not participate in sub-contracting, therefore this requirement is not applicable.
Results in Detail

1. Minimum Training Hours
   a. Process of review

   Interview discussions were held with the training services manager, the PTE/NZQA manager and a training development manager. St John instructors were selected at random and interviewed face to face and via telephone. Stakeholders were telephoned and included workplace coordinators and schools to discuss minimum training hours. Documents were reviewed pertaining to training hours and included confirmation letters, tutor guides, advertising and promotional materials and the St John website.

   b. Findings

   Discussions with St John recognised that at the date of the review, current delivery times were not meeting the minimum requirements and St John had planned, since early 2013, a change in delivery hours to take effect from 1 July 2013. All instructors were well informed of the change, and evidence was sighted to confirm that this change in practice has been implemented. The findings below pertain to the delivery of courses as at 1 July 2013.

   - First Aid level 1 (delivery and assessing unit standards 6401 and 6402 or 26551 and 26552). This course is delivered over 8.5 hours and includes a lunch break. Any additional breaks in the morning or afternoon are ‘working breaks’.

   - First Aid level 2 (delivery and assessing unit standards 6402, 6401 and 6400). This course is delivered over 12.75 hours and includes one lunch break on day one and tea breaks. The expectation is that the morning and afternoon breaks will be scheduled at the discretion of the instructor, and St John expects that these will be working breaks or a mixture thereof.

   Refresher courses are delivered either face to face or via blended learning. Face-to-face classroom learning makes up the majority of all refresher courses and is delivered over seven hours, which includes lunch and morning and afternoon tea breaks. Blended learning courses include face-to-face and online learning. This is a small portion of the total refresher courses and meets minimum required hours.

   c. Outcome

   The new course hours allow for a scheduled lunch break in every course, with the inclusion and length of morning and afternoon tea breaks being at the discretion of the instructor, the exception being in the case of the refresher courses.

   St John’s expectation is that the morning and afternoon breaks are working breaks. NZQA accepts that minimum delivery hours are met through the use of working tea breaks. However, NZQA does not support the practice of working breaks. St John needs to ensure that instructors have clear guidance that total delivery hours must
meet the minimum requirements, which must exclude all breaks, including working breaks.

NZQA finds that St John partly met minimum training hours requirements of *First Aid as a Life Skill: Training Requirements for Quality Provision of Unit Standard-based First Aid Training*. 
2. Trainer and qualification requirements for First Aid trainers

   a. Process of review

   Interview discussions were held with the training services manager, the PTE/NZQA manager and a training development manager. St John instructors were selected at random and interviewed face to face and via telephone. A range of documents was reviewed on site pertaining specifically to the eligibility and currency of qualifications. This included randomly selected staff files, instructor spreadsheet of qualifications, quality management system manual, best practice guide for tutors, completed tutor observations and first aid instructor performance reviews, internal moderation reports and tutor development day meeting minutes.

   b. Findings

   Unit Standard 4098 or equivalent skills and knowledge – All instructors either have this unit standard or have higher-level adult education and training qualifications.

   Unit standards in adult education or equivalent skills and knowledge – All instructors hold a number of relevant unit standards in adult education and training or a national certificate or higher-level adult education and training qualification. All instructors reliably undergo tutor observations which include the demonstration of adult education principles.

   Current First Aid – All instructors hold the unit standards they are assessing, and revalidation of the instructors’ authority to practise ensures that certificates are current.

   Pre-hospital Emergency Care unit standard to be held or comparable knowledge and skills – All instructors hold these unit standards which are a requirement for maintaining currency with St John’s authority to practise.

   Current level 2 NZRC Instructors Certificate for Resuscitation or Emergency Care Instructor Certificate level 2 or equivalent skills and knowledge – All St John trainers hold a clinical level to practise ranging from first aid up to intensive care paramedic. The trainers with first aid are assessed by the higher-level tutors and NZQA upholds this robust practice as equivalent. The process is systematic, clearly documented and monitored.

   Annual professional development – St John first aid instructor performance and planning reviews are completed quarterly and have areas of development identified that are aimed at the clinical and holistic development of tutors. This thorough process is reliably occurring and all the instructor files sampled had evidence of this process occurring over an extended period of time. In addition, to maintain their authority to practise as a tutor, instructors must undertake 32 hours annually of continuing professional development.
c. Outcome

The qualifications, currency and experience of instructors at St John were validated. St John has systematic processes to ensure currency in all first aid and St John's own requirements.

NZQA finds that St John met the trainer and qualification requirements for First Aid trainers in *First Aid as a Life Skill: Training Requirements for Quality Provision of Unit Standard-based First Aid Training.*
3. Management of sub-contracting arrangements
   
a. Process of review
St John categorically states that the organisation does not engage in sub-contracting in any form (review team discussions with the training services manager and PTE/NZQA manager).

b. Findings
Not Applicable
   
a. Outcome
Not Applicable
Recommendations

St John needs to review the use of working breaks and consider guidelines to support instructor decision-making in this regard to ensure that all course hours meet minimum requirements.
Further Actions

Refer to covering letter that accompanies this report.
Appendix: Definitions

**Met:** The Tertiary Education Organisation meets in full all requirements that were in scope of this focused review, based on the organisation’s own self-assessment and NZQA’s sampled investigation of the relevant evidence.

**Partly Met:** The Tertiary Education Organisation only partly meets one or more of the requirements that were in scope of this focused review. However, the requirements not met were not significant or systemic. This outcome is based on the organisation’s own self-assessment and NZQA’s sampled investigation of the relevant evidence.

**Not Met:** The Tertiary Education Organisation does not meet one or more of the requirements that were in scope of this focused review. One or more of the requirements not met indicates a significant or systemic degree of non-compliance. This outcome is based on the organisation’s own self-assessment and NZQA’s sampled investigation of the relevant evidence.