

Report of External Evaluation and Review

Wesfarmers Industrial and Safety NZ
Limited trading as NZ Safety Worksafe
Training

Confident in educational performance

Confident in capability in self-assessment

Date of report: 10 March 2016

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Purpose of this Report

The purpose of this external evaluation and review report is to provide a public statement about the Tertiary Education Organisation's (TEO) educational performance and capability in self-assessment. It forms part of the accountability process required by Government to inform investors, the public, students, prospective students, communities, employers, and other interested parties. It is also intended to be used by the TEO itself for quality improvement purposes.

Introduction

1. TEO in context

Name of TEO:	Wesfarmers Industrial and Safety NZ Limited trading as NZ Safety Worksafe Training (NZSWST)
Type:	Private training establishment (PTE)
First registered:	1998
Location:	87 Kerrs Road, Wiri, Auckland
Delivery sites:	In addition to the main site above, NZSWST also has sites in Christchurch, Wellington and Tauranga
Courses currently delivered:	Height safety, confined space safety, health and safety, fire warden and related subjects
Code of Practice signatory:	Not applicable
Number of students:	Domestic: 5,805 students attending either one or two-day courses per year
	Ethnicity:
	<ul style="list-style-type: none">• New Zealand European 58 per cent• Māori/Pasifika 35 per cent• Other 7 per cent
	International: nil
Number of staff:	Seven full-time and four part-time
Scope of active accreditation:	The full accreditation for NZSWST is available at: http://www.nzqa.govt.nz/providers/nqf-

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[accreditations.do?providerId=725409001](http://www.nzqa.govt.nz/accreditations.do?providerId=725409001)

Distinctive characteristics: NZSWST is one of seven independent businesses operating under Wesfarmers Industrial and Safety NZ Limited (WIS NZ). Its primary focus is safety training.

NZSWST's training is conducted mainly on customers' sites. The PTE provides primarily skills-based training for a wide range of industries including construction, food processing, forestry and manufacturing. NZSWST does not provide distance learning or e-learning, and nor does it have any sub-contracting arrangements.

WIS NZ is owned by Wesfarmers Limited, a major Australian corporate based in Perth, Western Australia. WIS NZ is the largest and leading industrial distribution company in New Zealand. Its operations are centred in three key industrial markets:

- Personal protective equipment, work apparel and related safety products
- Industrial packaging, food service and hygiene products
- Maintenance repair and operating consumables

Recent significant changes: NZSWST has introduced a new one-day course on mobile elevated work platforms. The programme is delivered at clients' worksites.

Since the previous external evaluation and review (EER), training staff levels have remained constant. However, there have been additions to the administration staff to cater for the increased number of courses delivered.

Previous quality assurance history: NZSWST was most recently quality assured by an NZQA EER in September 2011, where it received statements of Confident in educational performance and Confident in capability in self-assessment. The focus area of governance, management and strategy was rated Good for educational performance and Good for capability in self-assessment. The other two focus areas of

Safe Work at Heights (unit standard 17600) and Confined Space Entry (unit standard 18426) were rated as Good for educational performance and Good for capability in self-assessment.

On December 2014, NZSWST was externally moderated by The Skills Organisation, the industry training organisation (ITO) responsible for the standards assessed by NZSWST. The ITO concluded that assessments by NZSWST reflected the national standards for the two unit standards that were moderated. The ITO also said it was confident that NZSWST was applying best practice assessment principles to the unit standards managed by the ITO in the height and safety industry sector.¹

Other: NZSWST operates as a specialised training provider focused on the areas of health, safety and the environment. The introduction of the Health and Safety Employment Act in 1992 has increased the compliance levels relating to health and safety.

2. Scope of external evaluation and review

The scope of the EER included two focus areas. These were:

- Governance, management and strategy (mandatory)
- A selection of two one-day programmes:
 - Unit standard 23960: Assess the worksite, prepare and operate a scissor lift elevating work platform (EWP)²
 - Unit standard 17602: Apply hazard identification and risk assessment in the workplace

The rationale for choosing these two courses was to focus on the short one-day course that have seen increased demand over recent years. Unit standard 23960 is a new course, with the PTE expecting the course to be in high demand because of the increase in usage of these types of lifting machine by industry. Unit standard 17602 is a theory-based course which is also experiencing high demand through

¹ Other ITOs that undertake external moderation for NZSWST include Primary ITO and Infrastructure ITO.

² The EWP is used for lifting stores and equipment up to multi-level shelves and is typically operated in large storage hangars.

the introduction of new legislation relating to safety hazards and risks in the workplace.

3. Conduct of external evaluation and review

All external evaluation and reviews are conducted in accordance with NZQA's published policies and procedures. The methodology used is described fully in the web document Policy and Guidelines for the Conduct of External Evaluation and Review available at: <http://www.nzqa.govt.nz/providers-partners/registration-and-accreditation/external-evaluation-and-review/policy-and-guidelines-eer/introduction>. The TEO has an opportunity to comment on the accuracy of this report, and any submissions received are fully considered by NZQA before finalising the report.

The EER was conducted over one and a half days by two evaluators who visited the NZSWST national office in Auckland. The evaluation involved engagement with:

- NZSWST national manager
- NZSWST training manager³
- Two NZSWST trainers
- NZSWST senior administration manager
- Five employer stakeholders⁴

In addition to documents provided for the EER scoping, the EER team sighted and was provided with: NZSWST strategy documents, quality management documents, self-assessment documents, internal moderation review documents, training team meeting minutes, external advisor reports and stakeholder and learner feedback.

³ The training manager also delivers training to clients.

⁴ These stakeholders have personally undertaken training with NZSWST and have also sent their employees on NZSWST courses.

Summary of Results

Statement of confidence on educational performance

NZQA is **Confident** in the educational performance of **Wesfarmers Industrial and Safety NZ Limited trading as NZ Safety Worksafe Training (NZSWST)**.

Key reasons include the following:

- The overall quality of the governance, operations and administration is effective, with clear lines of responsibility between each area. The corporate strategic direction is straightforward, allowing the training regime to compliment and align with other operational areas of the Wesfarmers group.
- The training regime aligns with the strategic priorities of the wider organisation: 'Assess, Training, and Equip'. Clients are assessed for their training needs, and training and education is provided with the added benefit of participants achieving unit standards. There is an opportunity to purchase equipment from NZSWST that is identical to the training resources and meets all compliance standards.
- NZSWST trains over 5,000 participants per annum and has maintained consistently high achievement rates typical of these types of industry safety related programmes. One of the prime reasons for the successful pass rates is that most trainees are attending courses related to their employment and require the unit standard for compliance.
- The provision of customised training on site provides cost-effective and time-saving professional development training for stakeholders. In addition, the unit standards awarded ensure staff are industry-compliant.
- Provision of purpose-built training facilities offering realistic training equipment that allows for flexible and diverse training scenarios.
- Experienced trainers are conversant with the relevant legislation requirements and have the ability to adapt the training to ensure that it meets any additional learning needs of trainees.

Statement of confidence on capability in self-assessment

NZQA is **Confident** in the capability in self-assessment of **Wesfarmers Industrial and Safety NZ Limited trading as NZ Safety Worksafe Training (NZSWST)**.

Key reasons include the following:

- The PTE implements a structured and effective self-assessment process as part of its overall quality assurance system. This includes the use of post-course evaluations and stakeholder feedback, and maintaining good communication links with stakeholders. The EER found that NZSWST's self-assessment had some limitations which could be improved through greater in-depth analyses of data.
- Consistent use of a range of review and monitoring activities ensures management stays abreast of any issues, trainers have an opportunity to discuss training matters, and administration staff are able to confirm that all course documentation is recorded in the training system. Activities include fortnightly trainer activity reports and six-monthly training review meetings where one of the meetings is by teleconference and the other is at NZSWST head office. Previous NZSWST staff minutes sighted confirm the active engagement of all staff in discussions.
- Teaching standards are maintained by systematically staging and assessing the teaching competency of the trainers. In addition, all trainers are regularly observed by the training manager, with newly recruited trainers observed by senior trainers prior to teaching sessions alone.
- Engagement of an external advisor with experience in tertiary education provides NZSWST with advice on self-assessment, NZQA legislative changes and compliance requirements.

NZSWST demonstrates a sufficient level of administrative efficiency and systemisation which ensures consistency in training practice, active assessment of achievement data, and reporting in a timely manner to NZQA and other stakeholders. The evaluation team noted the need for NZSWST to consider reviewing the capacity of its administration team given the increased workloads and changes in work safety legislation.

Findings⁵

1.1 How well do learners achieve?

The rating for performance in relation to this key evaluation question is **Excellent**.

The rating for capability in self-assessment for this key evaluation question is **Excellent**.

NZSWST trainee achievement rates for all short courses have remained consistently high since the previous EER in 2011. More than 5,000 trainees enrol in NZSWST's one and two-day courses each year, with about four to five in total who do not complete and are recorded as not yet competent. The achievement rates are typical of these types of industry-safety related courses. Records of achievement provided by NZSWST indicate that the main reasons trainees do not complete the course is a failure to complete the required activities of their course or not having attended for the full duration of the course, particularly in the two-day courses. NZSWST said that it provides opportunities for those trainees to attend a later course to enable them to complete any outstanding sessions.

In addition to attaining the unit standards, trainees indicated through feedback and post-course evaluation surveys that the course qualification (albeit unit standards) allows them to offer additional skills to their employer and gain better prospects for promotion or for seeking other employment. Trainees also commented that they acquired a range of relevant workplace skills that they could add to their work experience to offer future employers.

NZSWST has highly effective self-assessment processes in place which ensure that learner achievement rates remain consistently high. Internal moderation of learner assessments is structured, regularly undertaken and monitored by NZSWST management. Internal moderation forms part of the external moderation process with the ITO, The Skills Organisation. The latest moderation report by the ITO, in December 2014, indicates that NZSWST is meeting all required national standards for the programmes under assessment.

⁵ The findings in this report are derived using a standard process and are based on a targeted sample of the organisation's activities.

1.2 What is the value of the outcomes for key stakeholders, including learners?

The rating for performance in relation to this key evaluation question is **Good**.

The rating for capability in self-assessment for this key evaluation question is **Good**.

At a governance level, the strategic objective set by NZSWST management of 'Assess, Training and Equip⁶' clearly demonstrates NZSWST's understanding of the 'value-add' proposition for stakeholders from its training and sales of equipment. Positive stakeholder comments taken from post-course evaluations, telephone interviews and written testimonials confirm how stakeholders derive value from NZSWST courses.

The consistently high numbers of course participants, high pass rates and the awarding of unit standards to learners is evidence that ongoing NZSWST training has value to stakeholders. Additionally, successful completions not only meet industry compliance requirements but also allow stakeholders to reassure their clients that they employ qualified staff.

As part of its commitment to its stakeholders and to ensure ongoing continuous improvement occurs, NZSWST contacts its employer clients following the completion of a course to seek those clients' feedback. These contacts are typically by way of an email or phone call and are made by the training manager. NZSWST views this activity as a way of maintaining its relationships with clients as well as seeking feedback about the relevance and benefits of the training. NZSWST is also able to offer follow-up work if required by the client. A limitation of this form of feedback is that the information is primarily related to satisfaction data. Although the information is regarded by NZSWST as sufficient for its needs, NZSWST would benefit by enquiring as to the actual impact of the training on key stakeholders' operations.

1.3 How well do programmes and activities match the needs of learners and other stakeholders?

The rating for performance in relation to this key evaluation question is **Good**.

The rating for capability in self-assessment for this key evaluation question is **Good**.

NZSWST is effective in ensuring its courses and training methods are meeting the needs of key stakeholders. The evaluation team heard and reviewed reliable evidence of how the design, development and delivery of NZSWST's courses is providing stakeholders with the assurance that training is up to date, meets the necessary compliance requirements for the industry, and provides staff with

⁶ Assess means to assess the needs of clients, Training means to provide high-quality training for stakeholders, and Equip means to supply quality equipment for stakeholders wanting to purchase NZSWST products.

relevant qualifications to operate equipment and undertake required tasks. NZSWST's familiarity with and use of the latest equipment enables it to use it in their training resources and add to the content of courses. Stakeholders commented that having training that was current and compliant was one of the main reasons NZSWST was considered a preferred training provider for their organisations.

NZSWST has also designed and developed purpose-built training facilities which enable stakeholder clients to experience simulated worksites under safe training conditions. These sites provide stakeholders with a range of work-related activities including height safety, harness and rope work, use of ladder equipment, confined space work and fire hazard conditions. The multi-purpose facilities provide stakeholders with an efficient, time-saving training package to meet a number of unit standard qualifications. Although the Auckland site was the first to have the equipment, this has now been extended to other NZSWST campuses throughout the country.

With the obvious health and safety risks involved when in workplace height situations, NZSWST is able to provide to its clients specialist safety equipment that meets all the required Occupational Safety and Health New Zealand standards. NZSWST also provides related training through its courses, using the same type of equipment. The significance for NZSWST is that it is able to offer employer clients opportunities to purchase the equipment, confident in the knowledge that their staff have already been trained in and qualified to operate the new equipment. A number of NZSWST's corporate clients, including large industrial transport and logistics companies, have had customised training packages developed for their worksites.

Good relationships fostered between NZSWST and its key stakeholders through open communication and dialogue ensure NZSWST is able to provide customised training to satisfy clients' needs. At the conclusion of training, learners complete an evaluation of the course. The evaluations are clear and simple, and although the data is primarily satisfaction-related, it is sufficient enough for NZSWST to analyse effectiveness trends across a number of courses to enable it to consider course improvements. Examples include the fact that NZSWST has long-term relationships with its stakeholders and can demonstrate ongoing business as well as growth in the height and safety training sector, which shows it is meeting the most important needs of its stakeholders.

Although the PTE has sufficient, reliable data available to monitor and verify the consistently positive learner achievement rates, it may benefit by engaging in deeper analysis of any patterns of achievement and how these affect outcomes. That is, the PTE could gain more knowledge of how achievement links to positive safety outcomes, which is the stated intention of the training.

1.4 How effective is the teaching?

The rating for performance in relation to this key evaluation question is **Excellent**.

The rating for capability in self-assessment for this key evaluation question is **Excellent**.

The training delivered by NZSWST is highly effective. The high achievement rates, robust moderation and positive learner and stakeholder feedback validate teaching effectiveness. Courses are well planned, relevant and structured so that effective learning occurs. There is a strong emphasis on ensuring the training delivered encompasses content that meets current approved standards and legislation, and is relevant to trainees' work environment. The focus on trainee development, coupled with the engaging style of delivery, demonstrates the intent of NZSWST to deliver quality training.

NZSWST has a comprehensive recruitment regime that looks for trainers who have strong industry experience and can demonstrate an aptitude for training people. NZSWST then offers a number of remuneration incentives packages as a further attraction for prospective trainers. The remuneration incentives were described by trainers as a contributing factor to their accepting a tutoring position with NZSWST. In addition, NZSWST provides trainers with up to \$25,000 worth of high-quality training resources so that they are able to deliver on-site training if requested by clients. NZSWST management said that the trainer remuneration packages offered enable the PTE to choose experienced and high-quality trainers.

The NZSWST training team is highly engaged with the height and safety industry, and through its management ensures that the trainers receive appropriate professional development in adult education and training. The training manuals are relevant and up to date. These actions and materials also link with the wider company goals of delivering quality training.

NZSWST ensures its teaching standards are maintained by systematically staging and assessing the teaching competency of the trainers. All new trainers are peer reviewed either by the training manager or one of the senior trainers at least three times before teaching a session alone. In addition, all trainers are observed by the training manager at least once annually. As part of trainer professional development, NZSWST has supported some of its trainers to complete national adult teaching qualifications to complement their practical safety experience.

As a number of trainers are located throughout the country, all trainers are required to provide reports fortnightly to the national office. These reports include courses delivered, any issues encountered and any general business trainers want to include in the report. Every six months NZSWST conducts a further review of training. This is an accumulation of all the training activities to date and any resolutions during the period between the last six-month review and the fortnightly activity reports. The six-month reviews occur in July and December, with NZSWST providing travel and accommodation for its staff to attend the December meeting in person. The various reports and training meetings provide NZSWST with an

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assurance that there is good communication processes in place for staff, given their different locations. This gives staff a defined and structured process in which to communicate with their managers and share ideas and experiences with colleagues to ensure there is a level of consistency in training content and methods.

Positive feedback from learners and stakeholders, as well as favourable results from external moderation reports provided by The Skills Organisation, validate the effectiveness of the teaching at NZSWST and the measures taken by the PTE to maintain a consistently high standard of course delivery.

1.5 How well are learners guided and supported?

The rating for performance in relation to this key evaluation question is **Good**.

The rating for capability in self-assessment for this key evaluation question is **Good**.

NZSWST trainees are well guided and supported. As most courses are of short duration, NZSWST ensures that all its trainees are provided with sufficient information to be fully prepared for the course. This includes a comprehensive catalogue that clearly describes the course content and purpose. NZSWST also provides an enrolment process designed to support employers to identify any learning needs of their employees prior to attending a course, so that trainers are able to adapt some of the course delivery to meet those needs.

Trainers provide every opportunity for trainees to prepare well for their assessment. Assessment support includes continual practice sessions until the trainee is confident to complete the assessment or the trainer believes the trainee is ready. In some cases where language and literacy needs are an issue, trainers are able to provide one-to-one tuition due to the small numbers of learners and the practical nature of the courses. Trainers also said that in some cases they have read out some of the questions for trainees who have English as a second language.

The evidence of guidance and support provided by NZSWST to trainees is considered sufficient for the short one and two-day courses. The application of the support appears consistent across all programmes, with no evident performance or self-assessment deficiencies having an impact on learner achievement.

1.6 How effective are governance and management in supporting educational achievement?

The rating for performance in relation to this key evaluation question is **Good**.

The rating for capability in self-assessment for this key evaluation question is **Good**.

The operational management of NZSWST clearly aligns with the overall strategic direction of WIS NZ. NZSWST management's strategic statement of 'Assess, Training and Equip' is evident in the way in which courses are marketed and delivered to stakeholders. The level of investment in tutor training, course content and design and the resourcing of high-quality equipment demonstrate a commitment by WIS NZ and NZSWST management to meeting the needs of key stakeholders and retaining their custom.

The training team is well organised and led by the training manager, and is ably supported by the administration team. It was noted by the evaluation team that staff numbers in most cases have remained consistent since the last EER. However, workloads and demand for training have increased considerably, with the likelihood of further changes to health and safety legislation continuing to increase those workloads. Although NZSWST is keeping abreast of the changes and its current staff are managing, this can only be sustainable for the short-term. NZSWST will need to consider the impact on training quality if this trend continues. In some areas the administration staff have relieved some of the administrative pressures on the training manager by hiring more staff. However, it was also noted in interviews that succession planning in the administration area will be required to ensure workloads are managed appropriately.

The implementation and practice of fortnightly training activity reporting, six-monthly training team reviews, the provision of professional development for trainers (including adult teaching qualifications), shows that NZSWST governance is committed to ensuring that capability in self-assessment is effective. The consistently high learner achievement rates and positive stakeholder feedback, particularly those from learners and employers, validate that commitment.

Focus Areas

This section reports significant findings in each focus area, not already covered in Part 1.

2.1 Focus area: Governance, management and strategy

The rating in this focus area for educational performance is **Good**.

The rating for capability in self-assessment for this focus area is **Good**.

2.2 Focus area: A selection of two one-day programmes

The rating in this focus area for educational performance is **Excellent**.

The rating for capability in self-assessment for this focus area is **Good**.

Recommendations

There are no recommendations arising from the external evaluation and review.

Appendix

Regulatory basis for external evaluation and review

External evaluation and review is conducted according to the External Evaluation and Review (EER) Rules 2013, which are made by NZQA under section 253 of the Education Act 1989 and approved by the NZQA Board and the Minister for Tertiary Education, Skills and Employment.

Self-assessment and participation in external evaluation and review are requirements for maintaining accreditation to provide an approved programme for all TEOs other than universities. The requirements are set through the NZQF Programme Approval and Accreditation Rules 2013, which are also made by NZQA under section 253 of the Education Act 1989 and approved by the NZQA Board and the Minister for Tertiary Education, Skills and Employment.

In addition, the Private Training Establishment Registration Rules 2013 require registered private training establishments to undertake self-assessment and participate in external evaluation and review, in accordance with the External Evaluation and Review Rules (EER) 2013, as a condition of maintaining registration. The Private Training Establishment Registration Rules 2013 are also made by NZQA under section 253 of the Education Act 1989 and approved by the NZQA Board and the Minister for Tertiary Education, Skills and Employment.

NZQA is responsible for ensuring non-university TEOs continue to comply with the rules after the initial granting of approval and accreditation of programmes and/or registration. The New Zealand Vice-Chancellors' Committee (NZVCC) has statutory responsibility for compliance by universities.

This report reflects the findings and conclusions of the external evaluation and review process, conducted according to the External Evaluation and Review (EER) Rules 2013.

The report identifies strengths and areas for improvement in terms of the organisation's educational performance and capability in self-assessment.

External evaluation and review reports are one contributing piece of information in determining future funding decisions where the organisation is a funded TEO subject to an investment plan agreed with the Tertiary Education Commission.

External evaluation and review reports are public information and are available from the NZQA website (www.nzqa.govt.nz).

The External Evaluation and Review (EER) Rules 2013 are available at <http://www.nzqa.govt.nz/assets/About-us/Our-role/Rules/EER-Rules.pdf>, while information about the conduct and methodology for external evaluation and review can be found at <http://www.nzqa.govt.nz/providers-partners/external-evaluation-and-review/policy-and-guidelines-eer/introduction/>.

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