

QUALITY AUDIT SUMMARY

on

AA Solutions Limited

Audit Date: 29 April 2009

Web Report Date: 16 June 2009

Provider ID: 7855

1 Objectives

The audit aimed to obtain reasonable assurance that AA Solutions Limited (AA Solutions) is a sound and stable provider, has effective quality management systems in place, and is substantially achieving its goals and objectives as required by Quality Assurance Standard for Private Training Establishments, Government Training Establishments and Wānanga (QA Standard One).

The results of this audit will contribute to the decisions made by the New Zealand Qualifications Authority (NZQA) to confirm ongoing registration and accreditation, and the length of time until the next audit.

An audit is a snapshot of the organisation's performance at a particular time. As such, it is not a guarantee of ongoing compliance and effectiveness. An audit is based on sampling and instances of non-compliance may remain undetected.

2 Scope

The audit covered all elements of QA Standard One except 1.2.8 *Research*. Research was excluded because AA Solutions does not offer degree courses.

3 Responsibilities

AA Solutions is responsible for meeting all requirements of QA Standard One by ensuring the quality of its management systems and the achievement of its goals and objectives.

Under the Education Act 1989, NZQA is responsible for registering private training establishments and granting accreditation to organisations offering approved courses.

4 Background

AA Solutions offers one to two-day courses relating to industrial health and safety and industrial hygiene to employees of its client companies. The organisation also develops procedures for client companies to meet hygiene legislative requirements. AA Solutions carries out quality audits to meet the Environmental Resource Management Authority (ERMA) requirements for the Hazardous Substances and New Organisms (HSNO) Regulations. AA Solutions also assesses client premises to meet hygiene regulations.

This was a scheduled audit at the organisation's head office in Cockle Bay, Auckland.

AA Solutions was audited in 2008 and met all but three requirements of QA Standard One. The three requirements not met related to the elements: goals and objectives, governance and management, and assessment and moderation.

5 Summary

At this audit (2009), AA Solutions met all requirements of QA Standard One. The requirements not met at the previous audit have been addressed.

Goals and objectives

AA Solutions' educational goals and objectives are to increase by 100 per cent the number of courses delivered. These courses are to meet student, client and legislative needs. Courses are to be delivered to consistently high standards to meet client and legislative requirements, and are to be interesting and easily assimilated by students.

Governance and management

AA Solutions is a limited liability company registered by the New Zealand Companies Office. It is owned and managed by the sole shareholder/director, while training is managed by the Training Manager. The quality management system (QMS) meets QA Standard One requirements and was updated in December 2008.

The organisation provided the NZQA-required financial attestations by the due date, and these help provide confidence that the organisation is meeting the Education Act 1989 financial requirements. Employers pay all fees, so AA Solutions is exempt from meeting NZQA student fee protection requirements.

Personnel

The Director and Training Manager are both appropriately qualified and experienced, holding university degrees and industry and adult teaching qualifications. They are also registered workplace assessors.

The Training Manager has an appropriate individual employment agreement. Formal performance appraisals are completed not only as specified in the QMS, but also at the end of each course delivered. These informal appraisals are based on student and client evaluations, which provide immediate feedback on the delivery, materials and content, and identify areas for improvement.

Physical and learning resources

Clients interviewed said that course materials were excellent, and it was noted at the audit that the course handbooks and supporting delivery materials and information provided were of a very high standard.

AA Solutions delivers its courses at client premises which are checked before use to ensure that facilities are suitable and also meet health and safety requirements.

Learner information, entry and support

Students are selected by employers to attend AA Solutions' courses. The organisation provides comprehensive information to meet all NZQA requirements. Clients interviewed said that their employees' individual learning needs were met.

Development, delivery and review of programmes

Courses are developed to meet individual client specifications and are designed so that the client employees meet hygiene and HSNO legislative requirements. Clients interviewed spoke highly of the quality of the course content and delivery methods.

AA Solutions carries out student evaluations at the end of each course delivered and also seeks client feedback. This information is used to identify areas for improvement in delivery, materials and content.

Clients interviewed said that the organisation was most receptive to suggestions for improvement. However, they said that these suggestions related to very minor points and that the courses delivered were of a very high standard. They also said they would continue to use AA Solutions' services.

Assessment and moderation

Assessment details are included in the course handbooks, and clients interviewed advised that their employees were aware of assessment requirements. The assessments are developed by AA Solutions and are designed to meet hygiene and HSNO legislative requirements. The organisation has a well-documented internal moderation system that assures the validity and consistency of the assessments.

AA Solutions has accreditation to assess against a wide range of National Qualifications Framework (NQF) unit standards; however, as these do not meet specific industry requirements the organisation does not assess against them.

Notification and reporting on learner achievement

Students receive immediate feedback upon completion of the assessments. AA Solutions maintains both hard copy and electronic records of student details.

Achievement of goals and objectives

AA Solutions is meeting its educational goals and objectives. The organisation had increased the number of courses it sought to deliver to meet student, client and legislative requirements by 100 per cent and was on target to reach this at the time of the audit. The organisation had carried out an in-depth review of its QMS and is maintaining good stakeholder relationships with clients and hygiene and HSNO industry bodies.

Closing statement

AA Solutions is on target to meet the high standards it has set itself for its educational goals, and meets NZQA and legislative requirements. The QMS in place provides assurance that AA Solutions will continue to provide sound educational outcomes in a well-managed environment.