

QUALITY AUDIT SUMMARY

on

Active Training - Lee Ventures Ltd (Mt Maunganui)

Audit Date: 21 and 22 April 2009

Web Report Date: 15 September 2009

Provider ID: 8323

1 Objectives

The audit aimed to obtain reasonable assurance that Active Training -Lee Ventures Ltd (Mt Maunganui) trading as Active Training Ltd (Active Training) 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 Active Training does not offer degree courses.

3 Responsibilities

Active Training 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

Active Training is a training provider specialising in youth training and working with adults under the Training Opportunities programmes (TOP). The Pathways to Employment courses (Revitalise and Pathways) are funded by the Tertiary Education Commission (TEC). The organisation also offers in partnership with the Correspondence School, alternative education programmes (Toro and Maui) to students who are referred by local secondary schools. These programmes are funded by the Ministry of Education (MOE).

Active Training offers 48 week courses in Pathways to Employment. Successful achievement of the unit standards in these courses can lead to the following national qualifications:

- National Certificate in Computing (Level 2)
- National Certificate in Employment Skills (Level 2)
- National Certificate in Educational Achievement (Level 1)
- National Certificate in Retail (level 2).

This was a scheduled audit at the provider's sole site at Hull Road, Mount Maunganui.

Active Training was previously audited in 2007 and met all but four requirements of QA Standard One. The four requirements not met related to: governance and management; design, development and review of programmes; and assessment and moderation.

5 Summary

At this audit (2009), Active Training met all but two requirements of QA Standard One. The requirements not met related to moderation.

The requirements not met at the previous audit have been addressed.

Goals and objectives

The company's mission remains focused on providing education and training that will raise the aspirations and develop the necessary skills to those less advantaged.

Active Training has developed goals to address the needs of its various stakeholders. Management has developed measures of accountability for all teaching staff. The key performance indicators include students' educational outcomes, attendance targets, student achievement, employment or further training outcomes, and improved literacy skills.

Governance and management

Active Training has clearly defined its organisational structure within its quality management system (QMS). Since the last audit the directors have re-organised staff roles and responsibilities so that the directors retain key roles such as quality assurance. This ensures long-term stability should key positioned staff leave the organisation.

The QMS is a coherent set of policies and procedures and is accessed by the five full-time teaching and four administrative support staff. The QMS is regularly updated to reflect current practices.

As funding is provided through TEC and MOE, Active Training is exempt from protecting student fees. The organisation has sound financial management practices and is achieving acceptable financial performance.

Personnel

Active Training has sufficient staff numbers to address the management, education, training and support needs of the students. The Youth and TOPs tutors have been with the organisation for several years while the alternative education programmes have been staffed since the last audit. All teaching staff are given the opportunity to engage in professional development providing staff with additional tools to address students with learning and social skill difficulties. Any other areas, for professional development are identified through annual performance appraisals.

Teaching staff interviewed were complimentary about the support provided by management and administration.

Physical and learning resources

Active Training provides adequate and appropriate resources for all training and administrative functions. Tutors develop some of the training materials to fit the training contexts, and other material and assessment packages are purchased from external providers.

The Active Training premises are exempt from local and national government legislation requirements pertaining to building warrants of fitness.

The organisation conducts health and safety inspections and provides a safe working environment for all students.

Students commented that the quality and quantity of resources were adequate and their comfort requirements were being adequately met.

Learner information, entry and support

Students enrolling with Active Training are generally referred through government and social agencies, and specific criteria must be met as conditions of enrolment. Students are informed about the course content during their enrolment. The organisation's rules and regulations, health and safety requirements and complaints procedures are advised to students during course inductions, and this information is retained in the student handbook.

New students undertake a needs assessment to identify specific learning needs, and an individual learning plan is established. Active Training continues to contract a specialist tutor to provide one-to-one literacy and numeracy assistance to raise the level of students' foundation skills. Learning is self-paced.

Development, delivery and review of programmes

Active Training's courses have been developed over a period of years, and include a variety of teaching strategies and practical industry contexts to appeal to learners' needs and different learning styles. The courses contain a mix of practical and core generic skills. Tutors actively maintain networks with employers to negotiate work experience opportunities for students. Full teaching packages are compiled and provided to teaching staff ensuring consistency and continuity.

Students interviewed provided positive comments about the courses. All courses are monitored and the results are evaluated.

Tutors provide annual programme review reports which include evaluation analyses, programme outcomes and any relevant stakeholder input.

Assessment and moderation

Active Training has adequate systems to assess the students against the learning outcomes of its courses. The organisation purchases unit standard assessments from an external education provider and these are checked prior to being purchased to ensure they align with the course contexts.

At the time of this audit staff had undertaken all pre-assessment moderation. However Active Training is not meeting national external moderation requirements of the Tertiary Assessment and Moderation unit (TAM) of NZQA.

Notification and reporting on learner achievement

Active Training provides adequate systems to ensure that student results are recorded and stored securely. All records are managed on a database, and back-ups of electronic data are stored securely. Hard copies of assessments are securely held off-site. Students receive regular feedback on their progress.

Successful unit standard credits are submitted to NZQA at least quarterly or more frequently should students leave the programme early.

Achievement of goals and objectives

Active Training is applying the performance indicators outlined within its contracted agreement with TEC to measure the achievement of the organisation's goals and objectives. Course goals and objectives are also measured annually and TEC monitors the educational and labour market outcomes. Active Training is monitoring and meeting these goals and objectives.

The organisation seeks feedback from the students, government agencies and other stakeholders to check on the quality of the courses offered.

Active has been reviewing its policies and procedures in line with the organisation's internal audit processes which includes an auditor external to the organisation.

Closing statement

Active Training provides a supportive and challenging learning environment for its students. Through its changes to roles and responsibilities, management has minimised the areas requiring attention. The organisation agrees that post-assessment moderation needs immediate attention. An action plan has been submitted to TAM noting plans to strengthen the internal moderation processes which will lead to more consistent and positive external moderation reporting. A strengthened moderation system will help to provide ongoing assurance that the organisation provides a sound and stable learning environment and is achieving its goals and objectives. Active Training remains committed to the needs of its students.