

QUALITY AUDIT SUMMARY

on

Advance Training Centres Limited

Audit Date: 20, 21, 22 and 23 May 2008

Web Report Date: 2 December 2008

Provider ID: 8872

1 Objectives

The audit aimed to obtain reasonable assurance that Advance Training Centres Limited (ATCL) 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 ATCL does not offer degree courses.

ATCL offers courses to international students. This audit included an evaluation of ATCL's compliance with the Code of Practice for the Pastoral Care of International Students (Code of Practice).

3 Responsibilities

ATCL 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

ATCL offers unit standards based courses. A Certificate for Professional Administrators based on the National Certificate in Business Administration and Computing (Level 3) is offered primarily to fee-paying students who have access to student loans and allowances. The Tertiary Education Commission (TEC) funds courses that assist students into employment and help prepare those students interested in applying to join the armed forces, police and fire services, and corrections department. Block courses are also offered through the Gateway programme for secondary school students.

ATCL operates training sites in North Shore, Kaitaia, Whangarei, Dargaville, Huntly and Kaikohe.

This was a scheduled audit at the head office in North Harbour and training sites in Kaitaia and Whangarei.

ATCL was previously audited in 2005 and met all requirements of QA Standard One.

The previous audit included an evaluation of the Code of Practice and ATCL met all requirements of the code.

5 Summary

At this audit (2008), ATCL met all but three requirements of QA Standard One. The requirements not met related to the element assessment and moderation.

Goals and objectives

ATCL's mission and vision statements are prominently displayed at the entrance of all sites and are provided to students in their handbook. The mission statement includes promotion and encouragement of lifelong learning. The measurable goals and objectives that underpin the mission and vision of ATCL are within its funding contract with TEC. Performance targets are identified to guide the review of goals and objectives.

Governance and management

The ownership and management structure of ATCL is clearly documented in the operations manual and supported by job descriptions. Interviewed staff were clear on their roles and responsibilities and appreciated the opportunity to meet on occasion with staff from other sites.

Policies and procedures were found to be applied except for assessment and moderation. This was partially due to a key staff member not being available for long periods.

The required Private Training Establishment Attestation, Form A, and Chartered Accountant Professional Attestation, Form B, were provided to NZQA in March 2008. These confirm that ATCL has acceptable financial management practices. Student fees are protected through an approved arrangement with the Public Trust.

Personnel

A review of staff files showed that staff are suitably qualified and experienced for the training that is offered across sites and that staff appraisals were undertaken. Staff interviewed confirmed that they all had up-to-date employment agreements and that they are encouraged to pursue professional development opportunities and are supported by the organisation.

Physical and learning resources

Sufficient resources are available at each site to be able to deliver the planned courses. This is achieved through pre-course planning and monthly resource requests from each site sent to head office. ATCL was able to demonstrate that health and safety policies and procedures were being followed and that local government requirements for the training sites are being met.

Learner information, entry and support

Students are provided with relevant programme and support information through publicity brochures, a student handbook and a comprehensive course induction process. Students interviewed confirmed that they were aware of course expectations and knew that support is readily available from tutors.

ATCL is a signatory to the Code of Practice but has yet to enrol international students.

Development, delivery and review of programmes

Courses have been developed in agreement with TEC. They are unit standards based and student focused. Students interviewed at three sites indicated high levels of satisfaction with ATCL and the delivery of its programmes. All courses are reviewed annually to ensure that they continue to meet stakeholders' needs.

Assessment and moderation

ATCL uses commercially developed assessment packages. Students are informed of assessment requirements in their handbook. Course material and students' assessment records are stored securely.

ATCL did not meet the requirements for internal moderation of assessment information. This was partially due to a key staff member not being available for long periods. External moderation requirements of the relevant industry training organisations have been met. However, the action plan agreed with NZQA in May 2007, to meet NZQA's moderation requirements, has not been fully implemented.

Notification and reporting on learner achievement

Interviewed students confirmed that they are advised of their progress and encouraged to complete their course requirements. Training sites report credit achievement regularly to the head office where an electronic system is maintained for archiving student records and information on final student achievements. Credit achievement is reported regularly to NZQA.

Achievement of goals and objectives

ATCL is reviewing its operations regularly. Delivery sites provide management with regular student and course progress reports and management travel at least monthly to the different sites. Student feedback and stakeholder input is used to review the effectiveness of courses. Reports to TEC measure outcomes and success rates and this has led to increased funding.

Closing statement

ATCL has substantially met the requirements of QA Standard One. ATCL could demonstrate that it is meeting, or progressing towards meeting, its educational goals and objectives and is effective in providing quality learning opportunities for its programme participants.