

Qualification Title: New Zealand Certificate in Residential Property Management (Level 4)

Qualification number: 1809

Date of review: 23 July 2019

This report refers to graduates awarded this qualification prior to: **31 December 2018**

Final decision on consistency of the qualification: National consistency is confirmed

Threshold:

The threshold to determine sufficiency with the graduate profile was determined as evidence of:

Graduates with the knowledge, skills and attributes to operate, under broad guidance, as property managers within the residential or community housing management environment. The graduates have the required skills, knowledge and attributes that are fully articulated in the seven graduate profile outcomes of Version 2 of the qualification. The graduates will be able to:

- establish and maintain residential tenancies in accordance with New Zealand legislation for the residential property and/or community housing sector
- operate with broad legal, operational, and theoretical knowledge of the property when undertaking work as a property manager
- establish and maintain professional relationships with landlords, tenants, and related parties
- professionally market, manage, and report on a residential property portfolio
- manage maintenance of residential rental properties
- support tenants in dealing with relevant agencies and amenity providers
- resolve tenancy conflicts using third parties where appropriate

Education Organisations with sufficient evidence

The following education organisations have been found to have sufficient evidence.

| Education Organisation | Final rating |
|-------------------------|--------------|
| The Skills Organisation | Sufficient |

Introduction

The purpose of this 65 credit, Level 4 qualification is to provide individuals who are able to operate, under broad guidance, as property managers within the residential and/or community housing management environment. The qualification has had two versions over the review period.

There is only one education organisation with an approved programme, and they had graduates who graduated over this review period. This organisation is also the qualification developer and two representatives participated in the consistency review meeting, which was conducted via teleconference.

Final consistency review report

Evidence

The education organisation provided a range of evidence to demonstrate that its graduates met the graduate profile outcomes.

The criteria used to judge the evaluation question were:

- The nature, quality and integrity of the evidence presented by the education organisation.
- How well the organisation has analysed, interpreted and validated the evidence, and used the understanding gained to achieve actual or improved consistency.
- The extent to which the education organisation can reasonably justify and validate claims and statements relating to the consistency of graduate outcomes, including in relation to other providers of programmes leading to the qualification.

Programme related evidence

- The submission provided relevant programme context within which all graduates worked and were assessed.
- Programme documentation showed the learning outcomes and unit standards mapped against the graduate outcomes for both versions of the qualification.
- All unit standards were pre-moderated and a selection (resulting in a modest coverage) were post-moderated. All the assessors were post moderated on multiple occasions.

Graduate feedback

- A well-designed GPO-related graduate survey collected good quality feedback from a reasonable representation of the total graduate cohort. A large percent of the respondents 'agreed' or 'strongly agreed' that they were able to demonstrate each of the graduate outcomes.

Destination related evidence

- All graduates were employed in property management roles when assessments took place.
- A small number of employer testimonials were provided and there was no direct feedback from workplace supervisors of the graduates.
- There was minimal evidence of graduate progression onto the New Zealand Certificate in Real Estate (Salesperson) (Level 4). However, it should be noted most graduates do not intend to progress onto this qualification.

Conclusion

- There was some analysis of the evidence collected. The education organisation also provided a useful conclusion which would have been strengthened by including clear plans for addressing seen gaps. Developing a convincing justification that the graduate cohort have demonstrated the graduate profile outcomes at the threshold, is one of the more challenging consistency review tasks.

How well does the self-assessment and supporting evidence provided by the education organisation demonstrate that its graduates match the graduate outcomes at the appropriate threshold?

The programme related evidence and analysis provided general confidence in the assessment underpinning the graduate profile outcome achievement results. The coverage and moderation practice and results were generally sound despite the gaps that require some action.

Final consistency review report

A well-designed graduate survey provided good quality evidence and analysis. The response rate was reasonable.

All graduates were working in the property management industry; this gave a general assurance in the real-world context of the training delivery and assessment. The absence of any feedback from the workplace supervisor of the graduates on the capability of the graduates is a gap that requires improvement. This area could be strengthened with a greater amount of evidence being collected.

A conclusion provided some overarching justification that the graduates had demonstrated the graduate profile outcomes at the threshold.

Overall, the self-assessment and supporting evidence supplied by the education organisation was rated as 'sufficient' to demonstrate that their graduates meet the graduate outcomes at the determined threshold.

Special Focus (includes special focus on a strand or outcome)

None.

Examples of good practice

A well-designed graduate survey asked the respondents to rate how strongly they agreed (or disagreed) that they demonstrated each of the graduate outcomes. A clear overall conclusion was reached based on the evidence and sound analysis.

Issues and concerns

The review had graduates from both Version 1 and Version 2 of the qualification. Version 2 informed the review threshold. However, the Version 1 graduates were not disadvantaged, as the threshold also enabled any of these graduates to meet the threshold.

Recommendations to Qualification Developer

Some minor suggestions were made to clarify the qualification for its key end-users.