

Qualification Title: New Zealand Certificate in Cleaning (Level 2) with optional endorsement in Health Care Facilities Cleaning

Qualification number: 2316

Date of review: 20 July 2016

Final decision on consistency of the qualification: NATIONAL CONSISTENCY CONFIRMED

Threshold:

The threshold to determine sufficiency with the graduate profile was determined as evidence that the graduate can -

- plan their time in order to complete workplace tasks and use appropriate equipment/tools/products to carry out specific core cleaning responsibilities
- apply basic hygiene principles to prevent contamination or infection
- correctly dispose of cleaning products, showing understanding of safe practices
- communicate with others in the workplace and identify and recognise the boundaries for communicating within their role; supervisor, colleague, client
- apply security and safety requirements for the organisation and themselves within their specific cleaning responsibilities
- apply infection control and contamination prevention procedures, under supervision. *(for those graduates completing the optional Health Care Facilities Cleaning endorsement)*

This threshold is closely aligned to parts of the strategic purpose statement for the qualification.

Tertiary Education Organisations with sufficient evidence

Final decision on sufficiency of TEOs evidence

Tertiary Education Organisation	Final rating
Careerforce	Sufficient

Introduction

This is a level 2 qualification of 40 credits suitable for people who are entering the cleaning industry. It is designed to qualify individuals who have attained sufficient knowledge and practical skills to provide cleaning services and maintain professional standards for the cleaning industry and to provide a credential that will offer employment and pathways for development in the cleaning industry.

The optional endorsement within this qualification, *Health Care Facilities Cleaning*, builds on the core skills and knowledge for cleaning in health care facilities under supervision. (NB: core outcomes 1 and 2 must be completed prior to outcome 5 being assessed and trainees must comply with organisational requirements and guidelines.)

The qualification was registered in March 2014 and then republished on 23 April 2015 to update a generic consistency statement. Training arranged by the provider takes place in the workplace. There were 254 graduates with 45 different employers in 2015 with 171 of the 254 graduates being awarded the qualification with the optional *Health Care Facilities Cleaning* endorsement.

Evidence

The ITO provided a range of evidence to demonstrate that the graduates had skills and knowledge consistent with those specified in the graduate profile of the qualification.

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

The criteria used to judge the above evaluation question were (p10 NZQA consistency guidelines):

- The nature, quality and integrity of the evidence presented by TEO
- 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 TEO 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.

Employer feedback

Employer confidence in the graduates was evidenced by their workplace attestations of complying with standard workplace practices and also from the one major workplace employer for this qualification presenting evidence at the consistency review.

Feedback from 43 of 45 employers via telephone interview with the ITO expressed satisfaction with the skills and knowledge level of graduates and verified that graduates met their workplace requirements.

Written verification from the one major client with 150 graduates operating across 7 different regions, confirmed the good match between the graduate profile outcomes and the skills and attributes exhibited by graduates.

Those employers that responded to written surveys and those that fed back anecdotally verified that graduates of this qualification meet their requirements for entry level employees within the service sector.

Graduate feedback

All feedback is logged electronically and considered periodically by an internal feedback review team. High impact feedback is implemented as a priority.

All graduates were employed throughout the training and remained in employment immediately post-graduation. Almost all (35 of the 36) graduates who responded to a survey sent out by the ITO agreed that the subjects studied prepared them well for their workplace requirements.

Real world training – professional practice

Training arranged by the provider takes place in industry and the ITO was able to show from employer survey feedback that all the learning experiences were part of the trainee's daily activities and responsibilities. They contributed to their development in the role and also contributed to the requirements of real world activities and professional cleaning practice.

Assessment and moderation outcomes

The ITO assessment tools and individually created workplace assessments are pre-moderated by the ITO's national moderator prior to use. All assessments that contribute to the level 2 qualification are carried out by the ITO's registered assessors who are provided with detailed assessor guidelines for each unit standard. Portfolios of work are examined during the post-assessment moderation process. Overall, good evidence was provided of meeting the graduate profile outcomes.

Benchmarking and mapping standards to training, real world work and graduate outcomes

The ITO uses two models for arranging training to ensure careful training and graduate outcomes and evidence are mapped to the qualification and unit standard outcomes

- a benchmarking process for the large employers and
- for smaller workplaces learning and assessment resources are provided

The ITO mapped the unit standard outcomes and evidence to the graduate profile outcomes and workplace requirements were carefully considered during programme design. Relevant workplaces were consulted to ensure that the standards met the expectation of real-world work and that the evidence generated is at the right level, appropriate, robust, sufficient and achievable in a real-world setting.

Assessor verification

Strong evidence was provided of graduates meeting the graduate profile outcomes from an assessor with intimate knowledge of the sector and the workplace requirements around cleaning, who covered 150 of the 254 graduates (59%) within scope of this consistency review.

The above range of evidence, including feedback and evidence from graduates that they apply the skills gained, their employers and their assessors that they meet the graduate profile, provides strong evidence to demonstrate that Careerforce graduates match the graduate outcomes at the appropriate threshold.

Recommendations to Qualification Developer

There were no recommendations to the Qualification developer.