

**Qualification Title:** New Zealand Certificate in Hairdressing (Salon Support) (Level 3)

**Qualification number:** 2411

**Date of review:** 30 September 2020

This report refers to graduates awarded this qualification between: **31 December 2017 – 31 December 2019**

**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 foundation skills and knowledge who are able to perform elementary salon and client support services under limited supervision and contribute to the effective operation of the salon.
- Graduates holding the requisite skills to engage in the New Zealand Certificate in Hairdressing (Emerging Stylist) (Level 4).
- Graduates in employment may still need to learn salon-specific technology and processes.

**Education Organisations with sufficient evidence**

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

MOE Number	Education Organisation	Final rating
6006	Ara Institute of Canterbury Ltd	Sufficient
6007	Eastern Institute of Technology Ltd	Sufficient
6008	Wellington Institute of Technology	Sufficient
6009	Universal College of Learning Ltd	Sufficient
6010	Manukau Institute of Technology Ltd	Sufficient
6011	Nelson Marlborough Institute of Technology Ltd	Sufficient
6012	Northland Polytechnic Ltd	Sufficient
6013	Otago Polytechnic Ltd	Sufficient
6014	Whitireia Community Polytechnic Ltd	Sufficient
6015	Southern Institute of Technology Ltd	Sufficient
6017	Western Institute of Technology at Taranaki Ltd	Sufficient
6019	Waikato Institute of Technology Ltd	Sufficient
6025	Toi Ohomai Institute of Technology Ltd	Sufficient
7428	Community Colleges NZ Ltd	Sufficient
8379	Tauranga Hair Design Academy Ltd (T/A Hair to Train)	Sufficient
8473	Premier Institute of Education Ltd	Sufficient

## Final Consistency Review Report

MOE Number	Education Organisation	Final rating
8613	Waikato School of Hairdressing Ltd (T/A Varda)	Sufficient
8621	Manawatu Education Academy (PN) Ltd (T/A BHB Academy)	Sufficient
8637	R&R Associates Ltd (T/A Service Skills Centre)	Sufficient
8640	New Zealand School of Tourism Ltd	Sufficient
8974	Servilles Academy Ltd (T/A Servilles Academy of Hairdressing)	Sufficient
9486	Harrington / Vaughan Academy of Hairdressing Ltd	Sufficient

### Introduction

The purpose of this qualification is to provide the hairdressing industry with people who have obtained sufficient knowledge, practical skills and attitudes to perform limited salon and client support services that contribute to the effective operation of the salon. It is a 120-credit entry-level qualification that provides a pathway to either a salon support role in industry or to the New Zealand Certificate in Hairdressing (Emerging Stylist) (Level 4).

This qualification is suitable for learners who may have no prior knowledge or experience in support services for hairdressing salons and clients and who wish to provide limited salon support and client support services in a hairdressing salon. Graduates will be capable of operating at a foundation level under supervision.

Twenty-three providers had 1,687 graduates over the 2017-2019 time span of this review.

### Evidence

The education organisations provided a range of evidence to demonstrate that 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.

Evidence presented for the review included:

- Programme mapped to the graduate profile outcomes and learning outcomes
- Internal moderation plans, reports and outcomes
- External moderation plans and reports graduate destination data
- Graduate feedback
- Next-level user survey feedback and analysis
- Industry/employer survey feedback and analysis
- Final skills assessment via capstone or portfolio.

## Final Consistency Review Report

### **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?**

At the commencement of the review meeting, the conditions of the programme were outlined to highlight that these were required as part of the qualification. These included:

- Wherever possible and suitable, the graduate outcomes should be assessed through practical activities, rather than through written tests or assignments.
- Programme delivery will incorporate embedded literacy and numeracy skills development and must ensure that assessment of the outcomes requires candidates at all times to follow safe practices that ensure personal safety and the safety of clients, staff and the environment.

Many providers had not noted in their self-assessment but had complied with the conditions as part of their programme.

All those presenting provided evidence of programme documents that mapped programme learning outcomes and assessments to the graduate profile outcomes.

A significant number of providers presented evidence that their assessments had been externally moderated by HTO for unit standard based assessments, or another appropriate moderator for non-unit standard assessments. This evidence supports the valid assessment of learning outcomes.

A few providers had developed an end of programme skill-based capstone assessment that drew together a significant number of the ten graduate outcomes for holistic assessment. This strengthened the organisation's confidence that their graduates met the graduate outcomes and was usefully provided as evidence at this review.

Many of the graduates (64 per cent) from this programme continued with their hairdressing studies at Level 4, therefore gaining their Level 4 tutors' feedback is important. Other graduates (36 per cent) have gained employment using the skills learned and their feedback was gathered wherever possible.

Overall, the self-assessment and supporting evidence supplied, by those organisations found sufficient, demonstrates that their graduates meet the graduate outcomes at the determined threshold.

### **Special Focus**

None

### **Examples of good practice**

To ensure the graduates know how to present themselves at work, one organisation had a 'Self-style Day' each Friday where the learner was to dress as if they were employed and heading to work.

A triangulation of all three aspects of feedback in a graph, showing graduate, next-level user, and employer feedback against the GPO's and learning outcomes, highlighted areas requiring further work.

Good systems are being established to gather graduate and next user feedback including focus groups and securing feedback at graduation, which occurs 2-3 months after completing.

## **Final Consistency Review Report**

The group network is working well with many of the organisations sharing best practice and promoting delivery and assessment consistency.

### **Issues and concerns**

There were many different provisions of work-based hours for this programme. Similarity of work-based hours with other providers needs to be addressed by all tertiary organisations for parity and employers' expectations.

### **Recommendations to Qualification Developer**

There was much discussion around the need for the graduates to demonstrate one of the GPOs relating to “neutralising chemical reformation services”, which will be discussed at the qualification update meeting in October 2020.