

Qualification Title: New Zealand Certificate in Museum Practice (Level 4)

Qualification number: 2419

Date of review: 23 July 2018

Final decision on consistency of the qualification: National Consistency Confirmed

Threshold:

The threshold to determine sufficiency with the graduate profile was determined as evidence of the graduates being competent and capable of applying knowledge and skills to:

- facilitate the achievement of a museum's responsibilities, purpose and function in relation to its stakeholders including tangata whenua and the public
- develop, organise and maintain museum collections
- facilitate public access to, and understanding of, museum collections and expertise

Tertiary Education Organisations with sufficient evidence

Tertiary Education Organisation	Final rating
Service IQ	Sufficient

Introduction

The purpose of this qualification is to provide the museum and gallery sector of Aotearoa New Zealand with people who are capable of applying knowledge and skills to enhance the operations and services provided for the benefit of the institution and the wider public. It is intended for people training for a career, or currently in paid employment, or volunteering in a broad range of roles, in the museum sector of Aotearoa New Zealand.

The qualification provides a pathway for people intending to enter the museum sector. It can provide a pathway to other training opportunities, both off job and on job, in specific museum specialisations, or in more generic skills applicable to the running of museums.

Within the scope of this consistency review, as at 31 December 2017 there were 14 graduates from the ServiceIQ programme of industry training who have completed the programme and gained the qualification.

Evidence

The education organisation provided a range of evidence to demonstrate that their 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 provided included:

The evidence provided confirmation that the organisation has a coherent programme of study leading to the learning outcome and assessment tools mapping to the graduate outcomes. Workplaces throughout New Zealand develop their own training programmes and conduct assessments using Service IQ pre-moderated tools and assessors are registered and monitored by serviced IQ.

Trainees learn as part of their daily activities, responsibilities and development in the role. All training and assessment are carried out in the trainee's real workplace using processes linked to their standards operating procedures.

Feedback from employers - Support letters received and verbal confirmation via phone surveys all attest to the graduate's confidence and observations from a national point of view. All note their skills are relevant to the museum with an awareness of care and recording of artefacts. Employers also note the trainee's ability to assist and host the various groups visiting the museum including overseas visitors.

All graduates surveyed are still employed at their Museum Workplace and no further qualification training has yet taken place. This could be since this is a Level 4 qualification and towards to the top of their industry training pathway.

Engagement with the sector is consistently strong to ensure the programme is relevant and graduates are work ready and the Museum Sector is showing a growth rate in its number of qualified employees as a result of the training.

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

The evidence presented before, and at the teleconference review discussion was sufficient to demonstrate that the graduates from Service IQ match the graduate outcomes. The quality of the evidence was good with comprehensive formal feedback from graduates and employers. Overall this evidence makes this a convincing case for this evidence to demonstrate that its graduates match the graduate outcomes at the appropriate threshold.

Examples of good practice

Workplaces noted their businesses had benefited from the graduate skills they gained.

Recommendations to Qualification Developer

No recommendations for future qualification development