

Qualification Title: New Zealand Certificate in Laundry Processing (Level 2) with an optional strand in Washroom Procedures

Qualification number: 2431

Date of review: 18 September 2017

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 that under general supervision the graduate will;

- Be capable and able to receive, prepare, process and dispatch laundry as part of a team
- Comply with basic health a safety requirements and maintain hygiene requirements in a laundry
- Apply communication skills

Graduates of the Washroom Procedures optional strand will also be able to:

- Operate washing equipment according to laundry type and hygiene requirements.

Tertiary Education Organisations with sufficient evidence

Tertiary Education Organisation	Final rating
Competenz	Sufficient

Introduction

This 40-credit qualification provides the laundry industry with people who have the skills and knowledge required to work as laundry processors within both small and large commercial laundry operations, or within on-premise laundries. This qualification is suitable for people new to the laundry industry, or to recognise the specific technical skills and knowledge of people already employed as laundry processors.

Graduates will be capable of working safely to prepare process and dispatch laundry as part of a team under general supervision of a supervisor or team leader, in accordance with organisational procedures.

The additional skills and knowledge required to work in washrooms within a laundry operation is included as an optional strand to allow for organisations that restrict access to washrooms in accordance with their operating procedures.

At the time of this review the one education organisation presenting had 26 graduates from this programme for 2016.

Evidence

The education organisation provided a significant range of evidence to demonstrate that the graduates met the graduate profile outcomes. Evidence provided by the education organisation included; industry engagement and the mapping of their programmes to the graduate outcomes and unit standards, graduate pathways, graduate and employer feedback surveys, internal and external moderation 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

Industry stakeholder engagement: Evidence of active leadership in the Targeted Review of Qualifications (TRoQ) that ensured the development of the qualification and careful mapping of the programme to the qualification occurred. The programme offered was designed specifically to meet the new qualifications for the laundry sector, one at Level 2 (operator) and one at Level 3 (Senior Operator or Supervisor level). The Level 2 qualification was worked through, outcomes were tweaked, skills and knowledge requirements were attached to each outcome, and indicative unit standards were also noted. As a result, the graduate profile outlines that graduates are able to complete a variety of jobs to organisational requirements.

Entry into the next level of the programme: Evidence was produced to show that three graduates continued their learning journey by moving to the next level programme (level 3).

Progress with employment: 15 of the 26 graduates are still employed in the industry (one is on maternity leave) with 63% of those who responded (16) noting they were either operating under general supervision or were self managed. This provides evidence of graduate destinations related to the programme of study from which they have graduated.

Employer and graduate feedback: An independent research company was contracted by Competenz to carry out a survey of graduates and employers during August 2017. Three of four employers responded and confirm the qualification has met the strategic purpose statement. 16 graduates out of 26 graduates (67%) responded to the survey. 75% felt the qualification was of benefit, 87% felt the qualification provided them with skills, 13% had been allowed to work at a higher level and 94% say they were meeting level 2 skills

Employer Feedback: All employers surveyed confirmed the skills and knowledge gained by graduates after completing the qualification was as expected or higher. Employer feedback states that graduates are working at a greater level and that the graduate understanding of laundry processing is now greater than at the start of the qualification.

Graduate feedback: Questions asked of graduates were aligned to the Graduate profile outcomes of the qualification. Each graduate was asked the same questions, with extra questions for those who completed the optional strand. Evidence was presented that confirmed from graduates that the education they gained enabled them to meet the requirements of the graduate outcomes.

Moderation: It was confirmed that internal pre, and post moderation has been completed as part of the normal quality assurance requirements of the organisation and is carried out using independent contractors and cluster meetings. The National moderation manager reviews 10% of all moderations completed. Excellent external moderation outcomes demonstrate that assessment is at the appropriate standard and gives overall confidence in the assessment results.

Self-Assessment: The self-assessment document reflects on the outcomes of analysis and confirms the statements made above concluding that consistency has been achieved.

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

This evidence makes this a convincing case for the education organisation to demonstrate that its graduates match the graduate outcomes at the appropriate threshold.

Examples of good practice

Cluster moderation – Competenz invite employees (as moderators) that have industry experience in the area they will be moderating. Competenz currently have three laundry moderators who all bring industry experience to the role. They not only review the assessment material to meet unit and level requirements but also note if there are any barriers for the candidate. This may mean adding depth to the instructions or identifying ambiguous questions. The moderators themselves are spot checked every 10th moderation.

Recommendations to Qualification Developer

No recommendations