

**Qualification Title:** New Zealand Certificate in Youth Work (Level 3)

**Qualification number:** 2448

**Date of review:** 2 November 2016

**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 working effectively as part of a team, supporting and assisting in a youth development context.

**Tertiary Education Organisations with sufficient evidence**

Tertiary Education Organisation	Final rating
Careerforce	Sufficient

**Introduction**

This 40 credit qualification was developed by the Industry Training Organisation Community Support Services ITO Limited (Careerforce) and approved in November 2014. It was developed to provide people who work in entry level roles in the sector with the necessary operational and theoretical knowledge, skills and attitudes. Up until the 31 December 2015, only Careerforce has graduated students from this programme. They had 19 graduates, 15 of whom were from a high school that used an adjoining intermediate school as a workplace setting. The other 4 graduates were employed in youth work organisations.

**Evidence**

The Tertiary 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 (p10 NZQA consistency guidelines):

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

Careerforce submitted a range of evidence to demonstrate that its graduates met the threshold. This evidence included:

- Stakeholder feedback – this included phone interviews with two of the three observers who observed the graduates in the workplace setting, phone interviews with two graduates and an online survey completed by six of the high school graduates. This evidence was discussed and analysed in a separate report.
- An attestation from the manager of a Youth Services provider who had employed three graduates.
- Evidence of assessment processes, including pre-assessment moderation, evidence showing the on-job verification of skills attained and the training delivered to assessors.
- The programme review process and evidence of feedback.
- A discussion that shows how Careerforce meets the criteria of Consent and Moderation Requirements (CMR)
- Demonstration of how the unit standards aligned to the graduate outcomes.

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

The strongest evidence provided is the stakeholder feedback, including graduates, workplace observers and the manager's attestation. This supports the conclusion that graduates met the two outcomes. The report discussed the feedback from these different stakeholders, who at times believed the knowledge and assessments exceeded that required to meet the outcomes, but also raised points of interest that will be useful when the programme is reviewed. All stakeholders agreed that the assessments matched workplace requirements.

The other evidence supplied by Careerforce detailed quality assurance processes including, industry consultation during the development of the unit standards, the mapping of the unit standards to the outcomes, the training and development provided to assessors, the CMR and review processes. These add credibility and confidence to the maintenance of robust processes to quality assure programme materials and assessment activity, thereby supporting consistency.

However, overall this evidence makes a satisfactory case to demonstrate that the graduates match the graduate outcomes at the appropriate threshold.

**Issues and concerns**

While examples of completed student assessments were supplied, no formal post-assessment moderation of learners' portfolios had occurred, this would have further strengthened the evidence that learners were being assessed consistently at the right level.