

**Qualification Title:** New Zealand Diploma in Business (Level 6) with strands in Accounting, Administration and Technology, Human Resource Management, Leadership and Management, Māori Business and Management, Marketing and Sales, and Real Estate

**Qualification number:** 2460

**Date of review:** 26 and 27 August 2019

This report refers to graduates awarded this qualification between: **31 December 2018**

**Final decision on consistency of the qualification: National consistency is not confirmed**

### Executive summary

Consistency of graduate outcomes is the NZQA quality assurance process used to assure that graduates of New Zealand qualifications meet the qualification outcomes. This means graduates are able to apply their knowledge and skills in employment or higher-level study, to an equivalent, nationally acceptable standard.

The process requires education organisations to submit evidence that their graduates are meeting the qualification outcomes. National consistency is confirmed when the majority of education organisations with graduates of the qualification under review are able to provide self-assessment and supporting evidence that confirm graduate outcomes are being achieved to a consistent and appropriate threshold.

In the review of the above qualification, the reviewers found that a large number of graduates had been awarded the qualification by education organisations that had not been able to present sufficient evidence to support their self-assessment claims.

In addition to consistency reviews, NZQA also quality assures other aspects of an education organisation's activities many education organisations included in this consistency review have been subject to historical or ongoing monitoring actions by NZQA. These actions include loss of registration, withdrawal of or conditions imposed on their programme accreditation, and working through remedial action plans.

The NZQA quality assurance framework integrates quality assurance of entry processes with the ongoing self-assessment activities an education organisation undertakes to assure itself of the quality of graduate outcomes.

As a result of NZQA not confirming national consistency for this qualification, and to assure trust and confidence in the graduates, the qualification will be scheduled for a further consistency review in late 2020 or early 2021.

### Consistency Review Graduate Threshold

The threshold to determine sufficiency with the graduate profile was determined as evidence of the graduate, in an ethical manner and in a bi- and multi-cultural New Zealand environment, being able to:

- Contribute to business entities by having general business knowledge and skills that can be applied in a range of strategic roles.

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and

- Apply specialised business knowledge and skills in accounting, or administration and technology, or human resource management, or leadership and management, or Maori business and management, or marketing and sales, or real estate.

or

- Be able to pathway to business qualifications at degree level or relevant industry or professional qualifications at Level 6 or above.

### Education Organisations with sufficient evidence

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

Education Organisation	Final rating
Community Support Services ITO Limited	Sufficient
New Zealand Management Academies Ltd	Sufficient
Premier Institute of Education	Sufficient

### Introduction

The purpose of this Level 6, 120-credit diploma is to provide New Zealand business entities with people who have a general and specialised business knowledge and skills that can be applied in a range of strategic roles. In addition, graduates will have specialised knowledge and skills for application in strategic roles in New Zealand business entities, depending on which strand is achieved.

Alternatively, graduates may progress to business qualifications at degree level or relevant industry or professional qualifications at Level 6 or above.

NZQA is the qualification developer (on behalf of and in collaboration with the sector), and a representative attended the consistency review meeting.

Four education organisations with approved programmes of study leading to this qualification, but no graduates to date, each sent an observer to the review meeting.

The New Zealand Diploma in Business programmes provided by education organisations generally consist of core modules and additional modules that are specific to the strands delivered.

12 organisations had between two and 153 graduates of this qualification. Two education organisations with fewer than five graduates chose not to attend the consistency review meeting. Decisions on their sufficiency were made through evaluation of the self-assessment and supporting evidence submitted prior to the review. Two education organisations with graduates in the period covered by this review did not submit or take part in the review.

### Evidence

The education organisations provided a range of evidence to demonstrate that their graduates met the graduate profile outcomes. The education organisations listed above presented self-assessment reports or post-review reports supported by convincing, relevant and valid evidence.

The criteria used to judge the evaluation question were:

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

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- 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 for this review included:

- Confirmation that education organisations had a coherent programme of study or programme of industry training which ensured that programme components led to the graduate profile and that the programme condition for assessment to take place in real or realistic contexts could be met.
- Results of graduate and employer surveys which confirmed that graduates had gained, and were using, the skills and knowledge outlined in the graduate profile.
- Destination data supporting that graduates were working in roles that required the application of skills and knowledge required by the graduate profile.

### **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?**

Most education organisations provided good evidence related to the alignment of their approved programme of study with the graduate profile outcomes and of the quality and suitability of the programmes in terms of supporting graduate consistency with the graduate outcome. Organisations were able to evidence that their programme provided opportunities for assessment relating to real or realistic business contexts.

Generally, education organisations provided evidence relating to internal moderation however this was often undermined by the adverse findings, related to assessment, of NZQA monitoring of programmes. Education organisations provided variable evidence of external moderation.

Education organisations also presented useful feedback from graduates that was directly aligned to the graduate outcomes (in most cases). Most were able to provide positive evidence from employers that graduates were using valuable skills and knowledge consistent with the expected outcomes, although the quality of this evidence was variable.

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**

Some education organisations presented a good analysis of how many graduates were employed in 'strategic' roles, as described in the qualification's strategic purpose statement.

### **Issues and concerns**

Evidence of graduate destinations and stakeholder feedback relating to education pathways for this qualification was light.

**Recommendations to Qualification Developer**

None.

There were some issues noted, and ongoing discussion, around the programme condition of basing the programme design, delivery and all assessment in the context of a real or realistic business entity. The qualification developer advised the review meeting that this condition has been amended as part of the concurrent qualification review. The reviewed qualification incorporating changes will be subject to NZQA Approval and Accreditation quality assurance at the time the application to re-list is made.