

**Qualification Title:** New Zealand Certificate in Health and Wellbeing (Level 3) with strands in Healthcare Assistance; Integrated Practice (Family and Whānau Harm); Newborn Hearing Screening; Orderly Services; Support Work; Vision Hearing Screening; and Whānau, Kin and Foster Care

**Qualification number:** 2470

**Date of review:** 6 July 2020

This report refers to graduates awarded this qualification prior to: 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 from version 1 of the qualification, in a health or wellbeing setting while under direct supervision, will be able to:

Provide person-centered support/care/service, in an ethical and professional manner, using organisational processes and practices, recognising and responding to signs of vulnerability and abuse, that are appropriate for their workplace role [with strands in Healthcare Assistance; Integrated Practice (Family and Whānau Harm); Newborn Hearing Screening; Orderly Services; Support Work; Vision Hearing Screening; and Whānau, Kin and Foster Care].

**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 Ltd	Sufficient
6009	Universal College of Learning Ltd	Sufficient
6010	Manukau Institute of Technology Ltd	Sufficient
6011	Nelson Marlborough Institute of Technology Ltd	Sufficient
6017	Western Institute of Technology at Taranaki Ltd	Sufficient
6022	Open Polytechnic of New Zealand Ltd	Sufficient
6025	Toi Ohomai Institute of Technology Ltd	Sufficient
7127	Kauri Academy (NZ) International Ltd	Sufficient
7372	Future Skills Academy Ltd	Sufficient
7502	Ignite Colleges Ltd	Sufficient

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MOE Number	Education Organisation	Final rating
7647	New Zealand School of Education Ltd T/A New Zealand Skills and Education College	Sufficient
7992	New Zealand Dental Association Incorporated	Sufficient
8144	Community Support Services ITO Ltd T/A Careerforce	Sufficient
8619	New Zealand Tertiary College	Sufficient
8661	New Zealand Management Academies Ltd	Sufficient
8824	Horizon Education Ltd	Sufficient
9328	Skills Update Ltd T/A Skills Update Training and Education Group	Sufficient
9471	Skill NZ Ltd	Sufficient
9687	Avatar Institute of Learning	Sufficient

### Introduction

The purpose of this Level 3 qualification is to recognise the skills and knowledge required to provide person-centred support in health and wellbeing sectors, and it includes strands to recognise specific skills and knowledge required for a range of roles and responsibilities in these sectors.

The qualification is designed to benefit the graduates through gaining recognition of transferable skills and knowledge valued across the health and wellbeing sector, and the specific skills and knowledge required to perform a role within the sector. The community will benefit through the provision of high-quality health and wellbeing services by individuals who are trained to support people, family/whānau and the wider community.

Graduates can be employed as healthcare assistants in a range of contexts including acute care, primary care, aged residential care and therapeutic programmes, newborn hearing screeners, orderlies, in roles supporting people in the community including disability and aged support, vision hearing technicians, or dental technicians, depending on the strand of the qualification they have completed.

This qualification builds on the New Zealand Certificate in Health and Wellbeing (Level 2) [Ref: 2469] and may lead on to further study in related health and wellbeing contexts, or in leadership and management.

The qualification was developed in 2014 (version 1) by Careerforce in collaboration with the sector. A review was held in 2019 and resulted in version 2 of the qualification being registered.

This consistency review related to version 1 of the qualification. There were 21 education organisations with graduates from the programmes of study, or industry training, leading to the award of this qualification. These organisations had a total of 8908 graduates over the reporting period.

The consistency review was held over two days using a series of video-conference meetings, and was attended by representatives of the education organisations, a Careerforce qualification developer representative.

### Evidence

The education organisations provided a range of evidence to demonstrate that their graduates met the graduate profile outcomes.

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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.

The evidence included:

- Confirmation that each education organisation had a coherent programme of study or programme of industry training which ensured that programme components led to the graduate profile.
- Evidence that practical work experience had been included in the programme so that competency could be demonstrated in a workplace environment (qualification recommends a minimum of 100 hours).
- Internal and external moderation evidence that assured the programme was assessed at an appropriate level, and assessment was valid.
- Feedback from graduates and employers, confirming that the programme had provided graduates with a range of skills aligned to the graduate profile and appropriate to the strand of the qualification.
- Destination data – both employment and education pathways.

### **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?**

Education organisations submitted a range of evidence that in most cases could be triangulated to demonstrate that their graduates match the graduate outcomes at the appropriate threshold.

The education organisations provided good evidence related to their approved programmes of study or industry training and how the module and, or unit standard learning outcomes were mapped against the qualification graduate profile outcomes (including the strand outcomes), and of the quality and suitability of assessments. Whilst some learners were employed and undertaking industry training, those education organisations who had full time learners provided evidence that their programmes included adequate opportunities for learners to demonstrate their competency in a workplace environment.

Generally, evidence relating to moderation was strong, demonstrating good internal moderation processes and positive results. This was persuasive evidence of strong assessment practices supporting graduate's consistency with graduate outcomes.

Graduate and employer survey results and feedback generally confirmed that graduates had gained, and were using, the skills and knowledge outlined in the graduate profile. However, a small number of education organisations had low response rates to surveys (or other data collection methodologies) from graduates and employers and this impacted on the validity of results and the value of this evidence to support consistency of graduates' outcomes.

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Destination data was generally strong, showing graduates were working in roles that required the application of skills and knowledge required by the graduate profile or studying in the next level qualification.

Some education organisation presented evidence that graduates had progressed to further study, and in some cases were preparing for professional roles in the health and social services sectors.

The stronger submissions robustly analysed, interpreted and triangulated their evidence and made clear and convincing arguments for how well each evidence source and the evidence, taken as a whole had shown the graduates were demonstrating the graduate profile outcomes.

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** (includes special focus on a strand or outcome)

None

**Examples of good practice**

None

**Issues and concerns**

None

**Recommendations to Qualification Developer**

The Qualification Developer participated in the review meetings. As the qualification review had been completed in 2019, there were no specific recommendations in relation to the latest version.