

Qualification Title: New Zealand Certificate in Health and Wellbeing (Level 3) with strands in Disability Support Worker, Health Care Assistant, Newborn Hearing Screener, Orderly, Therapy Assistant, Vision Hearing Technician, and Whanau, Kin and Foster Carer.

Qualification number: 2470

Date of review: 28 September 2016

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:

graduates demonstrating the skills as described in the graduate profile, working with some supervision in a health and wellbeing context, guided by an understanding of workplace policies and procedures, including those related to privacy and health and safety.

Tertiary Education Organisations with sufficient evidence

Tertiary Education Organisation	Final rating
Community Support Services ITO Limited (Careerforce)	Sufficient

Introduction

These qualifications were developed to recognise the skills and knowledge required to provide person-centred support in a health and wellbeing context. The level three qualification of 50 – 70 credits is for those working with more independence. This qualification was developed by Community Support Services ITO Limited (Careerforce) and approved in 2014.

At the time of this review only Careerforce had graduates. This level 3 qualification has a total of 62 graduates, 50 from the Orderly Services strand, 6 from the Health Assistance strand and 6 from the Support Work strand. Careerforce attended the review with two representatives, along with observers from providers who are currently delivering programmes that lead to the qualifications, Ara Institute of Technology, Western Institute of Technology and the Corporate Academy Group.

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 (p10 NZQA consistency guidelines):

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

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

The evidence supplied included documentation to demonstrate how the unit standards, assessed as part of the programme, were aligned to the graduate attributes. In addition, the provider outlined how consistency of assessment is maintained through pre-assessment moderation, assessor guidelines and training and post assessment moderation.

Strong evidence included surveys conducted with employers and graduates that asked these key stakeholders for their feedback with respect to the subject content and assessment requirements for each of the graduate attributes. The results, across the level three programmes demonstrated that employers and graduates believed the subject matter and assessments for each of the attributes matched or exceeded workplace requirements. The survey evidence is stronger for those strands for which there were a high number of graduate respondents. Phone calls to employers were more successful at eliciting responses. The evidence of graduate outcomes was further strengthened by a number of employer attestations that spoke to the value of the training.

An initiative was piloted with the Carers New Zealand Organisation to enable support workers who are not employed to gain a qualification, recognising current competency and building and developing knowledge and skills. An evaluation of this pilot was conducted to understand the enablers and challenges of offering this training to support workers without an employer. The evaluation noted positive changes in carer practice that had resulted from the qualification. This report was useful for providing assurance that these graduates met the graduate profile.

Overall, the programme evidence, including robust assessment practices and evidence from the graduate and employer surveys and employer attestations makes a convincing case to demonstrate that its graduates match the graduate outcomes at the appropriate threshold.

Examples of good practice

As above

Issues and concerns

An interesting issue raised by the providers at the meeting was the fact that some employers place employees, with the level three qualifications in positions where they are working without expected levels of supervision.

Another issue was raised with respect to schools assessing and reporting credits and school students achieving the qualification without the knowledge of the ITO. The provider was aware of one graduate who had achieved the qualification via this pathway, but were unable to gain information on how well they met the graduate outcomes or whether they were in employment.

Recommendations to Qualification Developer

None.