

**Qualification Title: New Zealand Certificate in Dairy Processing (Level 3) with an optional strand in Automated Cleaning and Heat Treatment**

**Qualification number: 2562**

**Date of review:** 11 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 of graduates who will be able to:

- carry out basic milk processing operations under supervision
- comply with dairy processing quality assurance requirements including hygiene and food handling requirements in dairy processing operations
- work in a team and comply with workplace safety and environmental requirements

The optional strand in this qualification recognises the knowledge required to understand the heat treatment and automated clean in place systems and cleaning efficiency testing in a dairy products processing plant.

**Tertiary Education Organisations with sufficient evidence**

Tertiary Education Organisation	Final rating
Primary ITO	Sufficient

**Introduction**

The purpose of this qualification is to provide the dairy processing sectors with competent employees who have the skills and knowledge to assist with a range of core dairy processing tasks.

This qualification is targeted at entry level personnel in the dairy processing industry who want to further develop their skills, knowledge, and have career progression opportunities. Graduates will be able to be employed and work as competent operators, under supervision in dairy processing operations.

The optional strand in this qualification recognises the knowledge required to understand the heat treatment and automated clean in place systems and cleaning efficiency testing in a dairy products processing plant.

**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:

- 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 context:**

The Primary ITO together with the Dairy Processing Industry developed this qualification and the Industry Training Programme and context programmes leading to its award. Skills and knowledge are attained through the DAIRYCRAFT<sup>1</sup> training initiative. In 2016 there were 93 graduates. DAIRYCRAFT key learning outcomes have been mapped to unit standard outcomes which in turn reflect graduate outcomes.

### **Programme related evidence and quality assurance:**

The programme is delivered and assessed in one workplace (Fonterra). The delivery context is well described in the self assessment document and evidenced during the presentation including authentic industry and graduate feedback on the programme offered. A Capstone assessment is a 'plant walk' an end to end walk of the production that gets people outside of the usual work environment and exposes them to other parts of the operation relative to their learning and the graduate outcomes.

### **Internal and External Moderation:**

An 'e' learning platform is used for learning and assessment. Evidence guides were pre assessment moderated prior to use and met the required learning outcomes. Internal moderation is planned and occurs regularly at the Fonterra plants. Fonterra oversee the training and assessment process and external moderation is undertaken by the ITO quality team in the form of a site visit and through an on-line portal. Improvement around a matrix allowing assessor and moderator to align was highlighted.

### **Graduate destination related evidence:**

Fonterra are the only company with graduates. The DAIRYCRAFT Support Manager and responses to surveys show evidence that graduates of the level 3 programme are experienced in operations and their skills meet the graduate profile outcomes. They are employed on a full time basis in the company in roles that are consistent with the graduate outcomes.

Graduate progression evidence was presented to show in all cases that graduates from the L3 New Zealand Certificate in Dairy Processing [2562] progressed to the L4 New Zealand Certificate in Dairy Processing [2563]. From a total of 55 eligible<sup>2</sup> graduates who completed the L3 qualification in 2016, 32 people went onto enrol in the L4 qualification (30 completed in 2016 and 2 completed in 2017). This metric shows a healthy progression rate of 58%. The progression rate from the L3 qualification to the L4 qualification is a tangible indicator graduates are meeting L3 qualification outcomes.

### **Stakeholder feedback and mapping:**

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<sup>1</sup> DAIRYCRAFT – A joint venture between the Primary ITO and Fonterra. An integrated approach whereby Trainees are encouraged to develop core skills such as problem solving and critical thinking, and apply them to their roles. It was designed to ensure the company has workers with the necessary knowledge and skills in a highly regulated compliance driven industry.

<sup>2</sup> Graduates completing the "Packing" strand would need to complete a product or process strand before enrolling in the L4 qualification

DAIRCRAFT key learning outcomes have been mapped to unit standard outcomes which in turn go towards the qualification. Evidence was provided of the mapping of the graduate feedback to the graduate outcomes. The DASR (Dairy Apprenticeship and Skills Recognition Programme) – End of Pilot Evaluation has been mapped directly to the two qualification graduate profile outcomes. The provider was able to connect evaluation outcomes to qualification outcomes.

Company representatives feedback to the ITO gave evidence that there was value in the graduates knowing the theory and skills to meet the qualification outcomes of the level 3 programme.

Four employer representatives felt that graduates are able to carry out their roles in milk processing with better understanding. *“with a better understanding of the processes involved in making their products they are able to contribute to ideas in improving production and quality (not just pressing buttons)”*. Company representatives agreed they had seen improvements in food handling and operations as a direct result of having graduates.

Evidence from a survey of Graduates - Graduates apply their knowledge in a real-world situation. The level 3 programme showed that 86% of graduates are better able to perform their job as a result of completing the qualification through a better understanding of the job role and product knowledge and greater confidence in their roles. A vast array of positive comments relative to all the graduate outcomes was received from graduates.

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

The education organisation effectively demonstrated that their graduates matched the graduate profile outcomes at the appropriate threshold. The consistency review evidence provided came from four common sources: Industry context, programme related evidence and quality assurance, evidence of graduate destinations, as well as feedback from all key stakeholders. Overall this evidence either showed directly that the graduate profile outcomes were being achieved and/or indirectly showed that by confirming there were a range of sound underlying processes in place. There was a convincing case for the evidence to demonstrate that the graduates match the graduate outcomes at the appropriate threshold.

### **Aspects around specifications in the qualification**

During the Consistency Review meeting the Evaluator requested clarification of the specification regarding the following, and how the ITO meets it.

*“TEOs arranging training or delivering programmes towards this qualification must ensure that the training arranged and programmes of learning are kept up-to-date with regard to amendments to, and replacements of, Overseas Market Access Requirements (OMARs) and General Requirements for Export (GREXs) outlined by the Ministry for Primary Industries.”*

**Up to date Overseas Market Access Requirements (OMARs) and General Requirements for Export (GREXs):** The Primary ITO maintains regular contact with MPI to ensure regulatory changes such as changes to Overseas Market Access Requirements (OMARs) are understood and taken into account when reviewing qualifications and programmes. In addition, through the ITOs Industry Partnership Groups, the ITO is able to keep up to date with these changes from a strategic industry perspective.