

Qualification Title: New Zealand Certificate in Distribution (Level 4)

Qualification number: 2573

Date of review: 11 March 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, whilst under broad supervision and having some responsibility for the performance of others, being able to monitor and maintain:

- health, safety and security practices to ensure own safety and minimise potential hazards for any customers and co-workers in a distribution environment.
- interactions with staff, managers, and customers
- the application of standard operating policies and procedures to work roles applicable to a distribution environment.
- the receipt and dispatch of goods in a distribution environment.
- the store operations and productivity systems in a distribution environment.

Education Organisations with sufficient evidence

Education Organisation	Final rating
Manukau Institute of Technology (MIT)	Sufficient
ServiceIQ	Sufficient

Introduction

The purpose of this Level 4, 60 credit qualification is to recognise individuals who have attained general and specialised knowledge and skills required to safely monitor and maintain operations in warehousing, distribution and supply. The graduates will be capable of working under broad guidance and may have some responsibility for the performance of others.

Further study pathways from this qualification include qualifications in Supply Chain, Port Operations, International Freight Logistics and Business qualifications at Level 5 and above. The employment pathways from this qualification include supervisory and team leader roles in a wide variety of distribution workplaces.

Service IQ is the qualification developer and a representative attended the consistency review meeting. Two tertiary organisations had 69 graduates between them, during the review period, and had representatives participate in the review meeting. One of the tertiary organisations had a sub-contracting arrangement with another tertiary organisation, and a representative of this organisation attended the meeting as an observer.

Both organisations delivered the programme in the real world with graduates learning in relevant workplace roles. One organisation offered part-time study to compliment the workplace learning.

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Some graduates progressed to higher level study and to more specialised fields eg: logistics. Many graduates reported that the qualification had helped them progress their careers in the Distribution industry and into supervisory roles.

Evidence

The education organisations 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 TEO 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

Programme related evidence

The two educational organisations provided evidence of how their programmes included learning outcomes, unit standards, courses, training activities and assessments and how these mapped against and provided good coverage of the five required graduate outcomes.

Both organisations provided evidence of moderation activities and some results. For one provider the provision of pre-assessment moderation outcomes, rather than just an indication that it had been completed, would have provided more assurance of the assessments being fit for purpose.

Stakeholder feedback

Both education organisations provided evidence from their stakeholders, including individual employers in the distribution industry and government agencies such as the NZ Defence Force. Letters of support, and commentary collated from survey responses, confirmed that graduates had met the qualification outcomes and that the skills, knowledge and competencies they had acquired had helped with career progressions and in some cases, allowed for a move to further study.

Graduate feedback

Both education organisations had collected feedback from their graduates; one through a graduate outcome appraisal, and the other through a well-designed survey. Response rates were representative of the cohorts and results were very positive. In the case of one organisation, more analysis and interpretation of the feedback, presented in their submission, would have been useful.

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

Overall, the self-assessment undertaken by the two education organisations based on; programme evidence, moderation results, stakeholder and graduate feedback; and graduates' destinations into industry related careers and further study makes a strong case that the graduates from the New Zealand Certificate in Distribution match the graduate outcomes at the appropriate threshold.

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The quality of self-assessment, in particular the analysis, interpretation and validating of the evidence to justify claims was variable. One organisation had strong triangulation of evidence, and upon further reflection, post the review meeting, created a table clearly outlining the evidence and its value in relation to demonstrating consistency of their graduate outcomes.

The other education organisation's submission and presentation, would have benefited from more analysis and triangulation of evidence to more convincingly justify their claims that their graduates had met the graduate outcomes.

Overall this evidence makes a convincing case to demonstrate that the graduates match the graduate outcomes at the appropriate threshold.

Special Focus (includes special focus on a strand or outcome)

None

Examples of good practice

One education organisation provided a post-review reflection including a triangulated evidence table and value statements. These demonstrate how the evidence can support the statements that graduates meet the threshold. It was clear that the organisation had taken on board the Reviewer's suggestions.

Issues and concerns

None

Recommendations to Qualification Developer

None