

**Qualification Title:** New Zealand Certificate in Utilities Maintenance (Level 4) with strands in Water, and Wastewater and Stormwater

**Qualification number:** 2695

**Date of review:** 25 July 2018

**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 the graduate, with limited supervision, being able to:

- Communicate and maintain safety on the worksite and for the community
- Apply knowledge of the maintenance and installation of pipes, fittings and structures using industry standards and specifications.

Graduates with the Wastewater and Stormwater strand will also be able to:

- Identify and repair water or wastewater reticulation faults within the underground utility network

#### Tertiary Education Organisations with sufficient evidence

Tertiary Education Organisation	Final rating
Infrastructure ITO (Connexis)	Sufficient

#### Introduction

This 95 credit qualification is designed to provide the infrastructure works industry with people who have practical skills, knowledge and aptitude to maintain New Zealand's water, wastewater and stormwater utilities systems. It also provides industry with people who can safely and efficiently respond to utilities systems failures.

Education organisations offering programmes leading to this qualification must maintain currency with amendments to, and replacement of, relevant legislation, regulations, rules and Australia/New Zealand standards.

A total of 42 graduates from the ITO were reported over the 2 years 2016 and 2017.

#### 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

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

### **Programme Strengths:**

The programme leading to this qualification was developed, in line with the requirements of the targeted review of qualifications, and in conjunction with sector review groups which included Connexis representatives, industry stakeholders, and training providers. The graduate profile outcomes are met and mapped to the recommended unit standards for the qualification and these unit standards have been used in the delivery of the programme leading to the qualification. A needs analysis exercise was undertaken to highlight the skills and knowledge a graduate of the Level 4 qualification should attain. This included the process of designing the qualification with the breadth to encompass all employees in the Utilities Maintenance Industry providing a trade certificate qualification for them.

Internal and External Moderation: All unit standard resources relating to the qualification were either written or reviewed by industry experts and underwent pre-assessment moderation by Connexis moderators who are industry experts prior to use through a web portal for providers and assessors. Graduate assessments were externally moderated to ensure robust assessment practices which provides evidence that the assessments were fair and valid.

**Industry/Employer feedback;** evidence from the employer feedback confirmed that graduates gained the skills outlined in the graduate profiles and utilise these skills in the workplace and 77% of employers surveyed agreed that Connexis training benefits their organisation. The industry is satisfied that company internal on-job training is of high standard and very well aligned to the Connexis qualifications. Staff retention has increased by offering more professional development to their staff.

**Graduate feedback;** the 42 graduates from the education organisation were in on-the-job workplace training. An excerpt from the 2017 Connexis Customer Satisfaction Survey shows the 2017 results were positive noting that 94% of trainees who recently completed a qualification with Connexis said that their qualification is relevant for their job.

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

**Special Focus** both strands were covered in the consistency review and were included in the threshold discussion and outcome.

**Example of good practice:** The education organisation has completed specific focused moderation against graduate assessments to ensure consistency in on-job training delivery and assessment practice. Because of good reflection on the process the education organisation agreed that the usual 10% sampling of unit standards annually may not ensure a robust coverage of graduates of the programme. Therefore, they have also completed a specific sample moderation of registered workplace assessors and provider participation in the Utilities Maintenance programme. This sample moderation confirmed that assessors were following the agreed processes thoroughly to enable graduates to meet the required outcomes.

**Recommendations to Qualification Developer**

Some discussion was had around the qualification leading to other qualifications at the same level. It was noted that this qualification promoted eligibility for other Civil Trade Certification Board exams.