

Qualification Title: New Zealand certificate in Health and Wellbeing (Advanced Support) (Level 4)

Qualification number: 2779

Date of review: 19th February 2018

Final decision on consistency of the qualification: Consistency confirmed

Threshold:

The threshold to determine sufficiency with the graduate profile was determined as evidence of:

Graduates working under broad supervision, demonstrating self-responsibility, working in a health and wellbeing context with people with complex needs. Graduates may also provide guidance, mentoring or support to others.

Tertiary Education Organisations with sufficient evidence

| Tertiary Education Organisation | Final rating |
|------------------------------------------------------|--------------|
| Community Support Services ITO Limited (Careerforce) | Sufficient |
| Ignite Colleges | Sufficient |

Introduction

This 70-credit qualification was developed to recognise graduates with the skills and knowledge required to provide advanced person-centred support to people with complex needs. The qualification is also designed to enable graduates to possess the leadership skills to mentor, supervise or support colleagues with less experience and expertise. The qualification was developed by Careerforce and approved in April 2015. It is due for review in December 2020.

At the time of this review Careerforce and Ignite Colleges had graduates. To 31 December 2017 there were a total of 374 graduates, 143 from 2016 and the rest from 2017. Ignite Colleges had only 12 of these graduates. Both the programme of industry training and the Ignite programme are unit standard-based.

The consistency review was attended by two representatives from Careerforce, a representative from Ignite Colleges. Observers from Nelson Marlborough Institute of Technology, New Zealand Tertiary College and Western Institute of Technology, all of whom have programmes leading to this qualification, also attended.

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?

Both education organisations supplied evidence of quality processes that ensure effective programme delivery. This included post-moderation of assessments to ensure consistency of marking, industry engagement through advisory committees and on-job and work experience placements, and programme reviews leading to improvements.

For one organisation, evidence was presented that supported the quality of programme delivery, including the work-placement component. Evidence shows learners are supported to develop their skills with regular clinical progress reports that provide feedback from supervisors and tutors in relation to learning and graduate outcomes. It is notable that for most students their work placement transitioned into employment. The other organisation provided useful evidence of careful assessment design, support for assessors and ongoing engagement with workplaces in terms of their trainees and the programme. For example, in response to industry feedback an optional palliative care unit standard was added to the programme.

In addition, and importantly, there was survey data from graduates from the two programmes, that indicates that they believed they met the graduate outcome capabilities. The surveys had sufficient respondents for the information to be useful. To support this evidence, both education organisations also provided collated employer survey responses. Once again there was sufficient representation to conclude that employers believed that most graduates met the graduate profile. For a few graduates, some employers were less confident about graduate profile outcome three, with respect to graduate's ability to 'take a leadership role. However, a discussion with participants at the review concluded that this may well have been about the understanding of the concept of leadership and the context of the employee and their employer.

The evidence also supports the threshold statement decided in the consistency review by the participants in the review. It was noted that often graduates from this programme are working in isolated settings with people who have complex needs.

The combination of effective programme quality assurance, graduate feedback and feedback from employers and industry makes a convincing case to demonstrate that the education organisations graduates match the graduate outcomes at the appropriate threshold.