

**Qualification Title:** New Zealand Certificate in Health and Wellbeing (Primary Care Practice Assistance) (Level 4)

**Qualification number:** 2990

**Date of review:** 16 March 2020

This report refers to graduates awarded this qualification prior to: **31 December 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 a graduate being able to:

Apply their skills and knowledge to support people, family and/or whānau and the healthcare team by providing administrative and clinical support across a primary care practice, under broad direction and delegation from a health professional.

#### **Education Organisations with sufficient evidence**

The following education organisations have been found to have sufficient evidence.

MOE Number	Education Organisation	Final rating
8144	Careerforce	Sufficient
6019	Waikato Institute of Technology	Sufficient

#### **Introduction**

The qualification is designed to build the administrative and clinical skills of support staff working with people, family and/or whānau, and healthcare teams in primary care practice. The qualification can lead to further training in health promotion, nursing or other health and wellbeing related disciplines.

#### **Process**

The consistency review was held over half a day. Attendees included the two providers with graduates, a NZQA observer and the qualification developer (also a provider of the programme). There were 86 graduates across the two providers at the time of the review. The two programmes were unique in their delivery: one was a unit standard based apprenticeship programme delivered online with workplace practical assessment; the second programme was achievement standard based delivered fully online to students with no practical assessments. All students in both programmes were expected to be working at least 12.5 hours a week in related employment.

#### **Evidence**

The education organisations provided a range of evidence to demonstrate that their graduates met the graduate profile outcomes.

## Final Consistency Review Report

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.

Evidence was presented to demonstrate the robustness of the programme and its alignment with the graduate profile outcomes (GPO) of the qualification. Only a small number of responses were received from graduates and employers. However, this data was triangulated well with other sources to provide useful information and insights into how well the GPO's have been met and in what ways the programme has supported students in their current employment.

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

Both providers submitted substantive programme evidence to demonstrate the robustness of the programmes including alignment to the qualification. Both providers mapped the graduate profile outcomes to their programme modules, programme learning outcomes and one provider mapped to assessments. Both TEOs ensured that internal and external moderation occurred and the outcomes were used to strengthen the programme.

Both programmes required students to be in related employment and to seek the support of their employer as part of the enrolment process. Students were supported by structured opportunities for engagement with teaching staff online and in person as well as support from a workplace, work-based mentor.

Evidence of graduate and employer feedback was minimal which is surprising given both programmes are work based, and destination evidence suggests graduates are remaining in their place of work with the same employer. This is an area that both providers are intending to improve in order to leverage the relationships built with students, mentors and employers over the course of the full-year programme.

Overall, the self-assessment and supporting evidence supplied, by those organisations found sufficient, demonstrates that their graduates meet the graduate outcomes at the determined threshold.

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

None

### **Issues and concerns**

There was robust collegial discussion amongst the group relating to the GPO that graduates will be able to 'relate the history of Māori as tangata whenua and knowledge of person-whānau interconnectedness to own role in a primary care practice setting'. In particular, the capability of the programme team to deliver and assess this content, what this looks like in practice in a healthcare setting, and therefore how well graduates and employers can reasonably assess that this GPO has been fully met.

**Final Consistency Review Report**

**Recommendations to Qualification Developer**

None