

Qualification Title: New Zealand Certificate in Competitive Systems and Practices (Level 4)

Qualification number: 2999

Date of review: 17 July 2019

This report refers to graduates awarded this qualification prior to: **31st December 2018**

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:

The qualification providing New Zealand businesses with graduates who have the skills and knowledge to lead activities that facilitate implementation of a competitive systems and practices strategy.

Specifically, graduates are able to:

- Document a value chain to identify opportunities for improvements in the workplace.
- Apply the appropriate competitive systems and practices to improve processes in the workplace.
- Implement and monitor processes to ensure workplace improvements are sustained.
- Facilitate the change in culture associated with implementing the competitive systems and practices strategy in the workplace.

Education Organisations with sufficient evidence

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

Education Organisation	Final rating
Competenz	Sufficient
Primary ITO	Sufficient

Introduction

This 70 credit, Level 4 qualification is a pan-sector qualification that is designed to support team leaders who will be taking a lead role in the implementation of competitive systems and practices within their organisation. It was originally developed by Competenz in collaboration with a consortium of ITOs but each education organisation now implements the qualification independently.

The term 'competitive systems and practices' describes a large range of systems and practice concepts and approaches leading to improved performance in organisations. It uses a systematic approach to produce high quality goods and/or services, for the least cost with the least waste, across multiple sectors.

Final consistency review report

The qualification is designed for learners in work and builds on the New Zealand Certificate in Competitive Systems and Practices (Level 3) [Ref: 2998]. Further study options include the New Zealand Diploma in Competitive Systems and Practices (Level 5) [Ref: 3000].

To date there have been 45 graduates. It is anticipated that this number will increase significantly this year. The qualification is due for review in 2020.

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 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.

Examples of evidence presented included mapping of course content to graduate profile outcomes, graduate and employer surveys, moderation plans and reports.

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 of this qualification were able to provide positive feedback from graduates and from a key employer that the graduate outcomes had been consistently attained. Each education organisation also has in place, effective moderation systems to ensure that assessment is authentic and of the required standard.

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

Examples of good practice

Extensive telephone surveys of graduates formed against the Graduate Profile Outcomes and triangulated against employer responses. For one education organisation, there was clear evidence that the employer had used this qualification to both improve business practice and support employees' progression within the company.

Both organisations use a risk profiling approach to ensure effective moderation of assessments.

Final consistency review report

Issues and concerns

Participants at the consistency meeting noted that there was increasing reluctance by both employers and graduates to engage fully in detailed surveys and that direct contact by phone was necessary to gather the evidence required. While this was costly, this was becoming part of business as usual and part of an ongoing dialogue with major employers.

Recommendations to Qualification Developer

Generally, it was felt that this Level 4 qualification is working well, but there may be opportunity to increase the industry relevance of the Level 3 qualification. It was suggested that the review might also be an opportunity to develop a consistency evaluation plan jointly with industry. This could encourage employers to see this as means of assessing the value of workplace training for their businesses as well as meeting provider requirements to confirm national consistency.