

**Qualification Title:** New Zealand Certificate in Emergency Care (First Responder) (Level 3)

**Qualification number:** 3063

**Date of review:** 16 October 2017

**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 an Emergency Care First Responder who can:

- Operate safely, ethically and lawfully
- Assess and manage patients
- Make decisions within their scope of practice
- Communicate and collaborate effectively to achieve the best outcome

This threshold is closely aligned to the strategic purpose statement and graduate profile outcomes of the qualification. The meeting participants agreed the above threshold represented the important graduate outcomes in a real-world work environment for this group of 2016 graduates.

**Tertiary Education Organisations with sufficient evidence**

| Tertiary Education Organisation | Final rating |
|---------------------------------|--------------|
| St John                         | Sufficient   |

**Introduction**

This is a level 3, 40 credit programme aimed to provide the New Zealand public with individuals who are confident and competent to intervene as an emergency care first responder and sustain life until handover to advanced medical care can occur.

The qualification incorporates the skills and knowledge represented by the Pre-hospital Emergency Care (PHEC) unit standards and their replacements. Graduates will be capable of carrying out emergency care first responder roles with designated areas of responsibility and under broad guidance of an organisation.

During the period covered by this review, St John was the only provider of the qualification, and there were eighteen graduates in 2016. The qualification developer is Skills Org. Both organisations attended the review, and an observer from Skills Org and St John was also in attendance. The meeting participants agreed the above threshold represented the important graduate outcomes in a real-world work emergency responder environment for this group of graduates.

## **Evidence**

The education organisation provided a range of evidence to demonstrate that their graduates met the graduate profile outcomes (GPOs).

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 provided by the education organisation before and after the review included graduate programme mapping, pathway and destination data, real world outcomes, quality moderation, incident logs, graduate and employer survey responses and a skills log of responder engagement.

### **Programme mapping to graduate outcomes**

There was evidence provided of clear mapping of the learning outcomes from the programme unit standards against the GPOs. The alignment of the programme learning outcomes to the graduate outcomes combined with thorough internal and external moderation of the assessments provides good evidence for meeting graduate outcomes.

### **Pathway to level 5**

The level 3 qualification builds on first aid training and has led to 12 of the 18 (67%) graduates going to the level 5 New Zealand Diploma in Ambulance Practice where they are progressing and achieving well which is valid evidence to show the meeting of the graduate outcomes. It was noted that the level 3 was a valid exit point to enable those wishing to be confident and competent to be an emergency care first responder.

**Destination data** was supplied confirming that all graduates have either moved onto a higher level of ambulance qualification or continue to operate or be involved in an emergency services environment, with no adverse incidents (see below). Seventeen of the 2016 graduates remain actively employed with St John. This shows that graduates are able to successfully meet the graduate profile especially around being able to operate safely, lawfully, and ethically.

### **Adverse incident log**

St John maintains a central reporting platform which ensures all 'adverse' incidents are centrally reported, documented and managed. Interrogation of this confidential database by St John for this review indicated that no Certificate graduate have been the subject of a reportable event, supporting graduates meeting the profile outcomes.

### **Moderation**

Evidence was provided of internal moderation occurring as per the moderation strategy. The St John Certificate course has been pre-moderated by the Skills Organisation prior to implementation to ensure that the unit standard conditions are met by the programme. The

external moderation provided evidence of good coverage of the assessments showing good assessment activities, some undertaken in a **real-world** context.

### **Graduate / Customer Satisfaction Survey**

St John gave evidence of three main mechanisms of feedback, one that is being realigned to the GPOs and two others that give good evidence of meeting GPOs:

- **Surveys:** The feedback survey, though having good response rates, reported the graduate's views on the programme not specifically aligned to the GPOs. St John is changing their feedback process to better capture evidence and information in the future to ensure that questions are clear and relevant and that they align with the GPOs
- **Reportable events system** which allows anyone in the patient journey / contact to lodge a complaint or report an adverse incident i.e. the wrong dose of a drug was given. No reportable events for this group highlights they are working safely and within the GPOs.
- **Clinical Audit system** which allows audit of electronic patient report forms to ensure the patient care meets organisation guidelines and is within the First Responders scope of practice. The electronic forms automatically flag when treatment is outside a scope of practice or unsafe and as there were no flags this indicates that the graduates are operating within their delegated scope of practice and in line with the GPOs.

### **Skills Log**

Skills logs were offered as evidence as these are kept and analysed for a range of skills used both in class and in the "on road" consolidation period and these are used to cover required outcomes within the graduate profile.

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

Initially the depth and quality of evidence provided was not strong and was not directly aligned to the graduate profile. By producing further convincing evidence than that initially provided on day one, St John could effectively demonstrate that their graduates matched the graduate profile outcomes at the appropriate threshold.

### **Recommendations to Qualification Developer**

There are no recommendations to the qualification developer.