

Qualification Title: New Zealand Certificate in Rural Servicing (Level 4)

Qualification number: 3520

Date of review: 08 April 2021

This report refers to graduates awarded this qualification prior to **31 December 2020**

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 graduates who, under broad guidance, are able to:

- Interpret and apply company standard operating procedures including health and safety requirements when operating as a rural servicing technical field representative
- Analyse a client's production system(s) to determine business needs
- Investigate and apply technical knowledge of a range of rural products and services to provide a client with appropriate solutions to identified business needs
- Recommend acceptable technical solutions to meet identified business needs and monitor their implementation
- Analyse and evaluate the outcome of implemented technical solutions and make recommendations for process improvement.

Education Organisations with sufficient evidence

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

MOE Number	Education Organisation	Final rating
8105	Primary Industry Training Organisation	Sufficient

Introduction

The New Zealand Certificate in Rural Servicing (Level 4) is a 60-credit qualification intended to provide the rural servicing sector with qualified technical field representatives who have the skills and knowledge to deliver relevant technical support and business solutions to the primary industry. There have been 90 graduates in the period 2017-2019¹.

It is targeted at those people who work, or aspire to work, in the role as a Technical Field Representative in the rural sector and will be capable of working in a self-managed capacity under broad guidance.

There was one education organisation with graduates, who had a representative participating in a video conferenced consistency review meeting. Primary ITO is the qualification developer, and a representative took part the video conference review. The qualification was approved in 2016 and will be reviewed in 2021.

¹ There were no graduates in 2020 as much of the training was temporarily suspended due to COVID-19 disruptions.

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The provider participating has delivered the qualification since 2017 to students already working in the rural servicing sector using an on-job learning and block course format. All of the graduates worked for one employer which has aligned the qualification with their own academy programme.

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.

Evidence provided included:

- Confirmation that the education organisation had a coherent programme of industry training which ensured that programme components led to the graduate profile.
- Evidence of both internal and external moderation to assure that the programmes were assessed at an appropriate level.
- Records of feedback from a cross section of graduates, confirming that the programme had provided students with a range of skills appropriate to their roles and aligned with the graduate profile outcomes.
- Confirmation from the graduates' employer that they supported the programme and that skills aligned to the graduate profile outcomes.

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?

The education organisation submitted a range of evidence that could be triangulated to demonstrate that their graduates match the graduate outcomes at the appropriate threshold. This included assessment and moderation evidence; programme to GPO alignment; graduate feedback; and employer feedback.

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

The education organisation provided good evidence related to the alignment of their approved programme of study with the GPOs, and of the quality and suitability of the programmes and assessments in terms of supporting graduate consistency with the graduate outcome. The education organisation provided evidence that their programme provided opportunities for a capstone assessment within realistic contexts aligned to the qualification and using real-world examples.

Evidence relating to moderation was strong, demonstrating sound internal and external moderation processes.

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Graduate surveys confirmed that graduates had gained, and were using, the skills and knowledge gained and aligned this feedback to the GPOs. The employer confirmed this alignment and that they strongly valued the programme.

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

Examples of good practice

The evidence provided, was collected by the education organisation was gathered as “business as usual” and used not only to meet consistency compliance requirements but also to effectively inform improvements to the programme delivery.

Recommendations to Qualification Developer

None