Qualification Title: New Zealand Certificate in Information Technology Practitioner (Level 6) with strands in Server Administration, Network Administration, and Information Technology Security

Qualification number: 2599

Date of review: 4 September 2018

Final decision on consistency of the qualification: National Consistency Confirmed

Threshold:

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

Graduates being able to:
- Investigate and generate solutions to problems using specialised IT knowledge in a current or emerging area of IT specialisation.
- Apply effective interpersonal, collaborative and communication skills professionally and with cultural sensitivity when working with clients and colleagues in an IT environment.

Graduates of the Server Administration strand will also be able to:
- Apply a range of updated specialised server administration knowledge, skills and techniques to implement server and storage solutions.

Graduates of the Network Administration strand will also be able to:
- Monitor and maintain networks according to organisational requirements, using emerging and updated methods and techniques.
- Design, configure and implement a network infrastructure to support organisational operations using updated network administration expertise.

Graduates of the Information Technology Security strand will also be able to:
- Implement secure solutions for access and use of devices, servers, networks, and data storage through the application of updated expertise and emerging IT security techniques.

Tertiary Education Organisations with sufficient evidence

Tertiary Education Organisation	Final rating
People Potential Limited	Sufficient

Introduction

The purpose of this 40 credit Level 6 qualification is to provide Aotearoa New Zealand with people who have updated their knowledge and specialist skills to remain current in a specific area of Information Technology (IT) practice, in response to the changing needs and demands of the dynamic IT environment. This qualification has three strands: Server Administration, Network Administration, and Information Technology Security.

This qualification is designed for individuals with experience in the field of IT, or those who now require updating in a specific area of IT practice, primarily for employment outcomes. It may also provide a pathway to further Information Technology (IT) qualifications.

At the time of this review there were two organisations with approval to award the qualification, however People Potential was the only provider with graduates from their programme of study.

This qualification was developed jointly by IT Professionals NZ (New Zealand's body for software and IT Professionals) and NZQA.

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

Programme related evidence

The programme was approved by NZQA, with the design incorporating the context and justification of credits for each assessment activity mapped to the graduate profile outcomes.

The moderation schedule confirmed the 2017 and 2018 selection of modules for both internal and external moderation. Assessment material was pre-moderated internally by both subject and assessment experts. Industry developed question banks and scenario based activities were utilised. Observations of soft skills were conducted throughout the programme, and final assessments were carried out on real world equipment, ensuring a realistic context and that graduate profile outcomes (GPOs) are met.

Post assessment moderation has been carried out internally with results being positive and leading to the refinement of recording evidence, particularly in the soft skills assessments. Pre and Post Moderation evidence was supplied after the review. External trainers have also been used to provide an external independent view of assessment material and practices.

The use of international examinations provides People Potential with a useful benchmarking tool, assuring that the graduates have aligned skills from the qualification   Evidence of nine out of the 12 graduates passing these examinations was provided post the review meeting.

In addition to this programme design and delivery related evidence, People Potential provided detailed description on how they had responded to and met the conditions set out in the qualification. These include:

- the embedding of Professional Practice in the programme;
- currency with relevant legislation,
- regulations and standard;
- the use of realistic contexts and equipment;
- the alignment with Industry certifications including being a certified Pearson Vue Testing Centre,
- and offering both Microsoft and Cisco certification.

Graduate feedback and destination evidence

People Potential uses Facebook successfully to track and engage with their graduates. Of the five graduates from the Network Administration strand - most are in employment related industries, and one was job-seeking, and of the seven graduates in the Server

Administration strand – most went to higher or related study, and two are in employment related industries.

The on-line graduate survey completed by all 12 graduates six months post-graduation, showed a high level of satisfaction in their ability and confidence in their skills and knowledge against the GPOs.

Stakeholders feedback evidence

The stakeholders, including employers and higher-level study providers, were surveyed using the same on-line tool as the graduates. The results of the survey, are generally positive and consistent with the graduate's results.

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

People Potential presented a range of evidence in their Self-Assessment report for the consistency review. The key evidence came from the three sources:

- programme related evidence,
- feedback from graduates, and their employers,
- feedback from other key stakeholders.

The evidence was an authentic representation of their graduates' achievement. This evidence makes a strong case that the graduates match the graduate outcomes at the appropriate threshold.

Examples of good practice

Aligning graduate and employer or higher-level study provider surveys with the GPOs and using a consistent rating scale ensures results can be compared and contrasted and will contribute to future programme development.

Ongoing contact and engagement through social media with graduates provides People Potential with useful information about their graduates, their destinations and successful outcomes.

Issues and concerns

At the review meeting there was discussion with the Qualification Developer about how the entry requirements (see below) had been met.

Learners enrolling are expected to have significant practical work experience in the field of IT, and will either have previously completed a minimum of a Level 5 IT related Diploma qualification or demonstrated equivalent knowledge, skills and experience in the specialised area of the selected strand.

The Reviewer was clear that the focus of Consistency Reviews is on the Tertiary Organisation presenting evidence to show how their graduates meet the graduate outcomes at the level of the qualification.