

**Qualification Title:** New Zealand Certificate in Cleaning, (Level 3) , with strands in Specialist Cleaning, and Supervision

**Qualification number:** 3025

**Date of review:** 7/11/2018

**Final decision on consistency of the qualification:** *National consistency confirmed*

**Threshold:**

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

Graduates of the qualification, following workplace procedures, are able to:

- Carry out cleaning duties autonomously and efficiently
- Apply an understanding of health and safety legislative requirements when responding to risks for themselves and others in the workplace, and for the general public

Graduates of the specialist cleaning strand will also be able to:

- Apply knowledge of a specialist part of the cleaning industry

Graduates of the supervision strand will also be able to:

- Provide direction to a team of cleaners

**Tertiary Education Organisations with sufficient evidence**

<b>Tertiary Education Organisation</b>	<b>Final rating</b>
Careerforce	Sufficient

**Introduction**

This Level 3, 40-50 credit, qualification is intended for people who already have basic knowledge, skills and experience in the cleaning industry who want to develop their skills to enable them to work in a range of environments knowledgeably and safely with limited supervision.

Graduates are required to deliver, guide and promote safe and high-quality cleaning services of both a generalist and specialist nature. The qualification developer for this qualification is Community Support Services ITO (Careerforce).

Careerforce was the only education organisation with graduates for this qualification. The 312 graduates of the qualification in 2016 and 2017 were all employed as cleaners in a range of small and large cleaning business and other organisations such as hospitals and aged care facilities while they completed their training. Training and assessment occur on the job with oversight from Careerforce. 132 of the graduates completed the general strand, 162 the specialist and contagion strand and 18 the supervision strand of the qualification.

The cleaning industry is highly competitive with a transient workforce. New cleaning technologies and increasing need for digital literacy are additional challenges for the industry.

## **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

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

Evidence about the programme included the NZQA approved Programme of Industry Training for Careerforce that maps the outcomes of the qualification to the unit standards. Learning and assessment material is made available through the Careerforce website and is tailored to the workplaces where the programme is undertaken.

Careerforce has a robust system of moderation with regular and systematic checks by the Moderation Team of the workplace assessor's post-assessment. Pre-assessment moderation is carried out by the National Moderator prior to the assessments being released for use.

Assessments are undertaken in the workplace through a combination of observation and written responses by trainees. Trainee assessments are retained in the workplace by the assessor and the trainee. These are confidential to the trainee and assessor and samples were not available as part of the review. The inclusion of assessment samples would have assisted the case by Careerforce.

Copies of the moderation reports for a sample of workplace assessors were provided. These reports indicated where assessors met the requirements and where they needed to make some adjustments to their practice (non-compliant). Where an assessor is non-compliant, they are required to submit additional assessment judgements and will also receive support from Careerforce on conducting assessments and meeting the moderation requirement.

Careerforce provided evidence of graduate and employer feedback. On-line surveys asked questions directly related to the outcomes of the qualification with responses indicating that graduates and employers both agreed that the programme prepared graduates for workplace requirements. The responses also showed support for the match of the assessments to workplace requirements. However, response rates for the on-line surveys were low with just four of the 46 employers and 55/312 (17.6%) of graduates completing the survey.

3025 - New Zealand Certificate in Cleaning, (Level 3) , with strands in Specialist Cleaning, and Supervision

There were survey responses from employers and evidence of an interview with an employer. Less formal sources of feedback from employers are also referenced by Careerforce. Careerforce provided evidence of links to the industry through their industry advisory group structures with these groups indicating confidence in the programmes and the quality of the graduates. This evidence was supported by the External Evaluation and Review report from 2017 that indicated there are strong links between Careerforce and the industry. Therefore, this evidence demonstrates that the graduates of the programmes match the graduate profile outcomes of the qualification at the appropriate threshold.

### **Issues and concerns**

Evidence provided of feedback from employers and graduates through the online survey was limited. Additional sources of feedback from graduates and samples of graduate assessments would strengthen the evidence.

### **Recommendations to Qualification Developer**

As part of the threshold development the inclusion of the words “following workplace procedures” was added to the descriptor. Careerforce may wish to consider this inclusion in the GPO when the qualification is reviewed in 2019.