



Mana Tohu Mātauranga o Aotearoa
New Zealand Qualifications Authority

External Evaluation and Review Report

MITA Consulting Ltd

Date of report: 25 October 2023

About MITA Consulting Ltd

MITA Consulting Ltd (MITA) is an approved provider for the Electrical Workers Registration Board (EWRB), and provides training for learners employed in the electricity supply industry. Off-job modules are provided for programmes at levels 2-5.¹

Type of organisation:	Private training establishment (PTE)
Location:	45 Keeling Road, Henderson, Auckland
Number of students:	Domestic: in 2022, 731 learners, including 191 Māori and 119 Pasifika learners ²
Number of staff:	Nine full-time and one part-time staff and nine contract kaiako (trainers)
TEO profile:	MITA Consulting Ltd
Last EER outcome:	In 2019, NZQA was Highly Confident in MITA's educational performance and capability in self-assessment.
Scope of evaluation:	<ul style="list-style-type: none">• New Zealand Certificate in Electricity Supply (Introductory) (Level 2) (ID 116748 Ref: 2136-3)• New Zealand Certificate in Electricity Supply (Line Mechanic Distribution) (Level 4) (ID 129292 Ref: 2197-2)
MoE number:	7098
NZQA reference:	C54310
Dates of EER visit:	5 and 6 September 2023

¹ MITA provides approximately 90 per cent of all training for the Line Mechanic Distribution and Cable Jointing strands of the New Zealand Certificate in Electricity Supply (Level 4).

² No data was available on disabled student numbers.

Summary of results

MITA is a high-performing PTE consistently delivering excellent outcomes for learners and meeting the most important needs of industry. A comprehensive self-assessment framework informs educational performance.

Highly Confident in educational performance

- Learners are successfully completing programmes and gaining essential skills and knowledge for employment. Level 4 graduates achieve registration with the EWRB and benefit from enhanced employment opportunities.
- Ongoing stakeholder engagement and a highly effective delivery model ensures MITA continues to be a preferred trainer for the electricity supply industry.

Highly Confident in capability in self-assessment

- Learners and graduates are very satisfied with their learning experiences. Safety and teamwork are integral to all practical activities. MITA kaiako have relevant industry experience and provide effective support for all learners to succeed.
- MITA has strong underpinning processes for maintaining academic quality and consistency across the network of provision, including a recent focus on strengthening moderation practices.
- MITA responded well to the impacts of the Covid pandemic and changes to the tertiary education sector during the period covered by the EER. The PTE's self-assessment framework is closely integrated with strategic planning and day-to-day management processes. Data capture and analysis is ongoing and insightful, leading to meaningful improvements.

Key evaluation question findings³

1.1 How well do students achieve?

Performance:	Excellent
Self-assessment:	Excellent
Findings and supporting evidence:	<p>MITA is achieving exceptional performance across all programmes and courses, and learner cohorts. All learners who complete courses are successful. Each year a small number of learners withdraw, usually as a result of leaving the industry or personal circumstances.⁴ Results are credible and underpinned by sound assessment and moderation practices.</p> <p>Learners gain theoretical and technical knowledge and practical skills and achieve essential qualifications for registration with the EWRB or meeting industry compliance requirements. They also develop teamwork skills which are important for the work environment.</p> <p>MITA closely monitors learner progress throughout the programmes. MITA has recently begun to track resit attempts, by unit standard, for the capstone assessment. The PTE is also consulting with industry to improve outcomes for recent immigrants. Extra assessment attempts are also more commonly required for learners completing refresher courses online.</p>
Conclusion:	Learners are enhancing their knowledge and wellbeing and successfully completing programmes. MITA monitors individual learner progress and is increasingly reflecting on rates of progress at an organisational level to identify improvement opportunities. MITA is developing processes for tracking the achievement of individuals with learning disabilities.

³ The findings in this report are derived using a standard process and are based on a targeted sample of the organisation's activities.

⁴ From 2019-23 (YTD), between 92 and 95 per cent of all learners have successfully completed programmes.

1.2 What is the value of the outcomes for key stakeholders, including students?

Performance:	Excellent
Self-assessment:	Excellent
Findings and supporting evidence:	<p>MITA graduates report valued outcomes such as access to enhanced employment opportunities, pay increases and further training. There is also strong demand for skilled and qualified electrical supply workers within New Zealand and overseas.</p> <p>MITA trains more than 90 per cent of employees studying towards the New Zealand Certificate in Electricity supply (Level 4).⁵ MITA also provides additional services to clients, including management of ERWB competency programmes. As an essential industry during the pandemic lockdowns, the electrical supply sector relied on MITA to support them to meet compliance obligations including providing online opportunities for refresher training. Stakeholders interviewed during the evaluation confirmed MITA's strong reputation and the excellent alignment of training with industry needs.</p> <p>MITA has highly effective processes for gathering and capturing feedback from stakeholders. These include regular surveys and visits, post-course reporting and informal communications. MITA has recently developed an online form to consolidate stakeholder feedback, as a basis for review and improvement.</p>
Conclusion:	MITA has a longstanding commitment to training that meets industry needs and standards, including registration requirements. This is highly valued by industry.

⁵ MITA has been an approved trainer for the EWRB since 2011.

1.3 How well do programme design and delivery, including learning and assessment activities, match the needs of students and other relevant stakeholders?

Performance:	Excellent
Self-assessment:	Excellent
Findings and supporting evidence:	<p>MITA collaborates with the workforce development council⁶ on qualification developments and assessment and moderation. MITA also routinely participates in sector working groups and provides consultancy services to clients. These activities ensure the currency and quality of MITA training.</p> <p>MITA delivers face-to-face, week-long modules, including theory components, which are closely integrated with on-job learning. MITA provides employers with regular progress reports to ensure learners have opportunities to build skills in the workplace, which are evidenced in employer attestations and logbooks. Competency is confirmed through assessments and practical tasks, including a capstone assessment. MITA has an RPL⁷ process for qualified staff recruited from overseas.</p> <p>MITA regularly carries out internal moderation and achieves satisfactory external moderation outcomes, which confirms that assessment practice is fair, valid and consistent.</p> <p>MITA has effective processes to assure consistency in programme delivery and teaching materials, including co-teaching and observations (peer and management). Kaiako have industry experience and, in most cases, adult teaching qualifications. Kaiako complete evaluations after each module. Resulting changes and improvements are shared through meetings, newsletters and annual hui.</p> <p>Ongoing programme reviews and other self-assessment information also lead to changes. These include improvements to equipment and PowerPoint presentations, logbook reviews and rescheduling of unit standards to</p>

⁶ Waihanga Ara Rau

⁷ Recognition of prior learning

	better support evidence-gathering. MITA routinely monitors the impact of changes.
Conclusion:	Programme design and delivery is well matched to the needs of stakeholders, including learners. Self-assessment information is used to improve learning activities and resources.

1.4 How effectively are students supported and involved in their learning?

Performance:	Excellent
Self-assessment:	Excellent
Findings and supporting evidence:	<p>Comprehensive study information and advice is provided to learners. Learning needs are identified and additional support provided as required. Processes have recently been enhanced for kaiako to discuss progress with learners and provide end-of-module reports identifying areas for further attention.</p> <p>Strong social and learning networks are fostered in an inclusive and supportive learning environment where small groups stay together throughout the programme. MITA strives to be inclusive of all cultures and is increasingly incorporating te reo Māori in resources and delivery.</p> <p>Kaiako draw on their industry experience to provide context and aid understanding. Learners report that ample opportunities are available to practise their skills and apply knowledge, and they feel well prepared for assessments.</p> <p>MITA has effective processes for gathering and responding to learner feedback, gathered informally, in regular post-module surveys and in independent focus groups (twice a year). Learners reported that they feel listened to and have observed changes.</p> <p>MITA management completed a self-assessment against the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 (the Code). MITA is performing well against the key outcomes, but further engagement of staff with the Code would strengthen self-assessment.</p>

Conclusion:	Effective guidance and support contribute to the success and wellbeing of MITA learners. MITA gathers information to identify opportunities for improvement.
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1.5 How effective are governance and management in supporting educational achievement?

Performance:	Excellent
Self-assessment:	Excellent
Findings and supporting evidence:	<p>Capable governance and management oversee sound processes for stakeholder engagement and programme delivery, which are delivering excellent results and highly valued outcomes. A small advisory group provides valuable expertise to MITA in relation to industry matters, education, health and safety and te ao Māori.</p> <p>Very strong educational performance has been maintained during the review period despite significant external challenges, including Covid-19. MITA's responses included the development of online delivery capability, a new approach to strategic planning, and repositioning for the new tertiary sector environment.</p> <p>Academic leadership is effective. Quality and consistency are assured by strong contributing processes and regular monitoring and reviews. MITA is currently focussed on building assessment and moderation capability and strengthening moderation processes.</p> <p>Effective recruitment, development and management of staff is a key feature of MITA's strong organisational performance. Although the workforce is distributed, excellent communication practices ensure a positive team culture and a shared commitment to review and improvement.</p> <p>MITA has an authentic and effective self-assessment framework which is closely integrated with strategic goals and day-to-day management activities. Data capture and analytical capability ensure high quality self-assessment information. Actions for improvement, which are ranked in importance, are regularly reviewed and outcomes are evaluated.</p>

Conclusion:	MITA's governance and management are highly effective in supporting educational performance. Staff are positively engaged in a shared vision for industry training within a strongly supportive learning environment. MITA continues to improve through self-assessment which is comprehensive and embedded at all levels of the organisation.
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1.6 How effectively are important compliance accountabilities managed?

Performance:	Excellent
Self-assessment:	Excellent
Findings and supporting evidence:	<p>MITA has extensive knowledge of, and sound processes for managing its compliance accountabilities within a highly regulated and safety-conscious industry. MITA has recently appointed a specialist compliance officer.</p> <p>Appropriate processes for managing course delivery and compliance with NZQA rules include:</p> <ul style="list-style-type: none"> • a calendar of regular reporting obligations • review of regular communications and key contacts • ongoing programme reviews and notification of changes • sound assessment and internal moderation processes • a system for timely and accurate credit reporting • self-review and attestation for the Code • documentation and review of the quality management system; key policies and procedures are included in the administration and training manual. <p>MITA maintains compliance with industry and technical requirements through ongoing engagement with regulatory agencies (including the workforce development council and EWRB) and industry bodies (such as the Electricity Engineers' Association) and events.</p> <p>MITA holds ISO accreditation and is subject to regular Testing Laboratory Registration Council (Telarc) audits.</p>

	MITA has suitable health and safety policies and procedures, and periodic health and safety audits are undertaken (such as the independent review of the Auckland training site in 2022).
Conclusion:	No compliance concerns were identified during the evaluation. MITA is currently reviewing key policies and procedures relating to pastoral care and support.

Focus areas

This section reports significant findings in each focus area, not already covered in Part 1.

2.1 New Zealand Certificate in Electricity Supply (Introductory) (Level 2) (ID 116748 Ref 2136-3)

Performance:	Excellent
Self-assessment:	Excellent
Findings and supporting evidence:	<p>This is a six-month, 40-credit programme, delivering unit standards to provide learners with basic knowledge, including health and safety, to enable them to work safely in the electricity supply industry in a variety of roles.</p> <p>Learners interviewed reported the value of the programme for providing context and increasing their understanding of the wider work environment.</p> <p>Some learners go on to higher-level programmes, including apprenticeships.</p>
Conclusion:	The programme ensures that all employees, regardless of their role, complete a structured introduction to the electricity supply industry.

2.2 New Zealand Certificate in Electricity Supply (Line Mechanic Distribution) (Level 4) (ID 129292 Ref: 2197-2)

Performance:	Excellent
Self-assessment:	Excellent
Findings and supporting evidence:	<p>This is a two and a half-year apprenticeship programme. MITA delivers one-week modules every six months, which are closely integrated with on-job learning.</p> <p>MITA is currently delivering this training under an agreement with Te Pukenga (previously Connexis).</p>
Conclusion:	MITA has an effective delivery model which is achieving strong results and high levels of stakeholder satisfaction, reflected in strong industry uptake.

Recommendations

Recommendations are not compulsory but their implementation may improve the quality and effectiveness of the training and education provided by the tertiary education organisation (TEO). They may be referred to in subsequent external evaluation and reviews (EERs) to gauge the effectiveness of the TEO's quality improvements over time.

NZQA recommends that MITA Consulting Ltd:

- ensure that processes are established to identify learners with disabilities and to monitor and report their progress
- take steps to engage staff with the requirements of the Code, and to strengthen related review processes and documentation.

Requirements

Requirements relate to the TEO's statutory obligations under legislation that governs their operation. This include NZQA Rules and relevant regulations promulgated by other agencies.

There are no requirements arising from the external evaluation and review.

Appendix

Conduct of external evaluation and review

All external evaluation and reviews are conducted in accordance with NZQA's published rules. The methodology used is described in the web document <https://www.nzqa.govt.nz/providers-partners/external-evaluation-and-review/>. The TEO has an opportunity to comment on the accuracy of this report, and any submissions received are fully considered by NZQA before finalising the report.

Disclaimer

The findings in this report have been reached by means of a standard evaluative process. They are based on a representative selection of focus areas, and a sample of supporting information provided by the TEO under review or independently accessed by NZQA. As such, the report's findings offer a guide to the relative quality of the TEO at the time of the EER, in the light of the known evidence, and the likelihood that this level of quality will continue.

For the same reason, these findings are always limited in scope. They are derived from selections and samples evaluated at a point in time. The supporting methodology is not designed to:

- *Identify organisational fraud⁸*
- *Provide comprehensive coverage of all programmes within a TEO, or of all relevant evidence sources*
- *Predict the outcome of other reviews of the same TEO which, by posing different questions or examining different information, could reasonably arrive at different conclusions.*

⁸ NZQA and the Tertiary Education Commission (TEC) comprehensively monitor risk in the tertiary education sector through a range of other mechanisms. When fraud, or any other serious risk factor, has been confirmed, corrective action is taken as a matter of urgency.

Regulatory basis for external evaluation and review

External evaluation and review is conducted under the Quality Assurance (including External Evaluation and Review (EER)) Rules 2022, which are made by NZQA under section 452(1)(t) of the Education and Training Act 2020 and approved by the NZQA Board and the Minister of Education.

Self-assessment and participation and cooperation in external evaluation and review are requirements for:

- *maintaining accreditation to provide an approved programme for all TEOs other than universities, and*
- *maintaining consent to assess against standards on the Directory of Assessment Standards for all TEOs excluding universities, and*
- *maintaining micro-credential approval for all TEOs other than universities.*

The requirements for participation and cooperation are set through the Programme Approval and Accreditation Rules 2022, the Consent to Assess Against Standards on the Directory of Assessment and Skill Standards Rules 2022 and the Micro-credential Approval and Accreditation Rules 2022 respectively.

In addition, the Private Training Establishment Registration Rules 2022 require registered private training establishments to undertake self-assessment and participate in external evaluation and review as a condition of maintaining registration.

NZQA is responsible for ensuring non-university TEOs continue to comply with the rules after the initial granting of approval and accreditation of programmes, micro-credentials and consents to assess and registration. The New Zealand Vice-Chancellors' Committee (NZVCC) has statutory responsibility for compliance by universities.

This report reflects the findings and conclusions of the external evaluation and review process, conducted according to the Quality Assurance (including External Evaluation and Review (EER)) Rules 2022. The report identifies strengths and areas for improvement in terms of the organisation's educational performance and capability in self-assessment.

External evaluation and review reports are one contributing piece of information in determining future funding decisions where the organisation is a funded TEO subject to an investment plan agreed with the Tertiary Education Commission.

External evaluation and review reports are public information and are available from the NZQA website (www.nzqa.govt.nz). All rules cited above are available at <https://www.nzqa.govt.nz/about-us/our-role/legislation/nzqa-rules/>, while information about the conduct and methodology for external evaluation and review can be found at <https://www.nzqa.govt.nz/providers-partners/external-evaluation-and-review/>.

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