

Report of External Evaluation and Review

Impac Services Limited

Highly Confident in educational performance

Confident in capability in self-assessment

Date of report: 2 December 2011

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Purpose of this Report

The purpose of this external evaluation and review report is to provide a public statement about the Tertiary Education Organisation's (TEO) educational performance and capability in self-assessment. It forms part of the accountability process required by Government to inform investors, the public, students, prospective students, communities, employers, and other interested parties. It is also intended to be used by the TEO itself for quality improvement purposes.

Introduction

1. TEO in context

Location:	7A Sheffield Place, Onekawa, Napier
Type:	Private training establishment
First registered:	2000
Number of students:	Domestic: 5,000 trainees (2010-2011) who typically attend two to three short courses. Courses range from half a day to 30 days. International: nil
Number of staff:	22 full-time staff including trainers
Scope of active accreditation:	Qualifications: <ul style="list-style-type: none">• National Certificate in Occupational Health and Safety (Co-ordination) (Level 4)• National Certificate in Occupational Health and Safety (Workplace Safety) (Level 3) Sub-field accreditations: <ul style="list-style-type: none">• Dairy Manufacturing (to Level 6)• Occupational Health and Safety (to Level 6) Domain accreditations: <ul style="list-style-type: none">• First Aid (to Level 2)• Monitoring of Energy and Chemical Plant (to Level 4)• Safety and Legislation for Energy and Chemical Plant (to Level 6)

Standard accreditations other than those embedded in the accreditations above:

- Systems and Resources Management: unit standard 15189 *Implement a health and safety plan for a workplace* (Level 4)

Sites:

7A Sheffield Place, Onekawa, Napier

Unit 4, 1 Cross Street, Newton, Auckland

Level 17, Davis Langdon House, 49 Boulcott Street, Wellington

LHD Business Centre, Suite 3/21 Leslie Hills Drive, Christchurch

The Napier office deals with the day-to-day administration of the training division; books all training via public or client courses; manages resources, assessments, and trainers; manages all training invoicing and reporting results to NZQA.

Trainers are based at all four offices but spend most of their time training nationwide.

Directors are based in the Auckland and Wellington offices.

Distinctive characteristics:

Impac Services offers a range of services including consulting, auditing, investigations, and bespoke risk management software. In addition to its accreditation by NZQA, it is also accredited by the Institution of Occupational Safety and Health (IOSH) and the National Examination Board in Occupational Safety and Health (NEBOSH), based in the United Kingdom, and delivers their internationally recognised courses and qualifications. Other affiliations include the New Zealand Institute of Safety Management (NZISM), Human Resources Institute of New Zealand (HRINZ), and the Industry Safety and Health Advisory Group (ISHAG). Impac Services reflects its commitment to its clients in its Professional Code of Conduct.

Recent significant changes:

In late 2010, Impac Services made several personnel changes: the role of training and quality adviser was changed to training and quality manager; a casual role was changed into a full-time training, quality, and safety adviser position; and a new role of business development manager was created to manage client and stakeholder relationships.

Previous quality assurance history:

Impac Services met all the requirements for ongoing registration at its most recent NZQA quality assurance visit, an audit in May/June 2007.

Impac Services has met the requirements for external moderation of the New Zealand Industry Training Organisation (NZITO), Forest Industries Training and Education Council (FITEC), and New Zealand Extractive Industries Training Organisation (EXITO), which are the main standard-setting bodies for the New Zealand Qualifications Framework (NZQF) qualifications and unit standards it assesses.

NZQA's Tertiary Assessment and Moderation business unit identified that Impac Services had not been submitting an assessment plan and materials for unit standard 15189 *Implement a health and safety plan for a workplace* (Level 4) for which NZQA is the standard-setting body. This matter has now been resolved and Impac Services is working to ensure that its assessment materials and assessment decisions for this unit standard meet the national standard.

2. Scope of external evaluation and review

The scope of the external evaluation and review of Impac Services included the following focus areas:

- Health and Safety Representatives Stage 1 (especially unit standard 20198 *Identify the roles and responsibilities of the health and safety representative in the workplace*) (Level 4))

This is one of Impac Services' most popular courses. The other related unit standard is 17593 *Apply safe work practices in the workplace* (Level 2).

- Health and Safety Representatives Stage 2 (especially unit standard 17602 *Apply hazard identification and risk assessment procedures in the workplace*) (Level 3))

This is Impac Services' second most popular course and the TEO has recently developed new resources, including innovations, in this area. The other related unit standard is 17601 *Produce an occupational health and safety incident investigation* (Level 4).

The unit standards for both focus areas are prescribed in legislation and both courses are required and approved by the Department of Labour (and ACC-funded for key industries). Because the same person often attends at least two or three of Impac Services' short courses, the two focus areas represent approximately 44 per cent of trainees.

In accordance with NZQA policy, the scope also included the following mandatory focus area:

- Governance, management, and strategy.

3. Conduct of external evaluation and review

All external evaluation and reviews are conducted in accordance with NZQA's published policies and procedures. The methodology used is described fully in the web document Policy and Guidelines for the Conduct of External Evaluation and Review available at: <http://www.nzqa.govt.nz/providers-partners/registration-and-accreditation/external-evaluation-and-review/policy-and-guidelines-eeer/introduction/>

An NZQA lead evaluator and external lead evaluator conducted the external evaluation. The team spent two days at Impac Services' site in Napier. The evaluators met with the managing director, the training and quality manager, business development manager, trainers who are also consultants, and administrators. Trainees and external stakeholders such as clients and industry training organisations were also contacted.

Documents sighted included a range of self-assessment, trainee volume and planning documents, as well as published articles, the Impac Services website, and trainer and trainee resources and assessments, evaluations, and results data.

Summary of Results

Statement of confidence on educational performance

NZQA is **Highly Confident** in the educational performance of **Impac Services Limited**.

- Impac Services provides a wide range of health and safety courses to a broad spectrum of people requiring health and safety knowledge. Employers send their employees to Impac Services' public and in-house courses to fulfil their statutory obligations and help ensure that their workplaces are healthy and safe. Most attendees are health and safety representatives or managers in their own organisations. They complete the short courses and achieve related unit standards up to level 4 on the New Zealand Qualifications Framework.
- Completion of the courses and achievement of the relevant unit standards (including refresher courses) overall is consistently high. Up to 99 per cent of trainees achieved the two unit standards which were a focus of this evaluation. These results are significant given the limited history of educational attainment of many of the attendees. For all the unit standards assessed by Impac Services in 2010, 93 per cent of trainees were assessed as competent. The number of trainees has increased significantly since 2008, yet the success rate has remained as high as or higher than previous years.
- The achievement rates for two related unit standards were 94 and 83 per cent. However, the reasons for this are known by Impac Services which considers it does its best to ensure that trainees submit attestations signed off by their managers that they have been carrying out safe and healthy practices in the workplace. However, some employers do not require this and Impac Services considers after at least one follow-up this is little they can do and the trainees are recorded as not yet competent.
- Fewer attendees complete and achieve national certificates than individual unit standards. As for most unit standards, there has been no particular demand, need, or requirement to do so in legislation or expectation by the Department of Labour or ACC, the clients, employers, or the individual trainees. However, two large clients had recently begun discussions with Impac Services about enrolling their employees in national certificates to enhance their contribution to health and safety in their workplaces. Impac Services continues to deliver and develop course structures and programmes which enable representatives to complete national certificates. Impac Services also enables trainees to complete and achieve internationally recognised IOSH and NEBOSH courses and qualifications.
- Impac Services' own information and that obtained by the evaluation team reflected high levels of satisfaction with the courses, the effectiveness of the teaching, the relevance of the learning including scenarios and stories, the value of the resources which representatives could take back to their workplaces for future reference, and the completion of the relevant unit standards. This was the case regardless of whether the courses were public, attended by participants from different employers

training together, or attendees from the same organisation undertaking highly customised training in-house.

Statement of confidence on capability in self-assessment

NZQA is **Confident** in the capability in self-assessment of **Impac Services Limited**.

- The self-assessment submitted to NZQA, as requested prior to the external evaluation, was comprehensive and showed thorough identification of learnings based on sound information, identification of possible changes, and implementation of improvements. Areas of self-assessment included learner achievement, client and stakeholder relationships, trainer development, training resources, systems and administration. Impac Services' informal and formal self-assessment practices observed by the evaluation team during the visit reflected ongoing, inclusive self-reflective practices and communication by the managing director, training manager, management, all staff, and clients. Impac Services commented that such open communication and informal, as well as formal, self-assessment also contributed to its recent management restructure decisions.
- Improvements have included: continued development of visual technological and written resources and assessments for trainers and trainees to use which also address literacy and numeracy needs; better integration of trainee and trainer-identified individual learning needs; the development of online trainee, client, and industry training organisation surveys to supplement course evaluations with post-course information on the value of training in the workplace; ongoing professional development; research into the building of or purchase of a new data management system. The effectiveness of these improvements is reflected in Impac Services' own evaluations to date and was confirmed by the evaluation team.
- Impac Services has gathered detailed information on individual trainee and trainer performance for at least the past ten years. This information is processed, analysed, and used to make improvements and by the managing director to appraise trainers. The information is supplemented by observation of trainers, discussion with each trainer, and detailed feedback. Trainers also undergo two comprehensive moderations by the training manager which include teaching effectiveness and assessment practices.
- Impac Services records nearly 9,000 unit standard results in a typical year. It tracks and monitors individual results. Impac Services does not aggregate its results but deals with feedback course by course at the time. However, it has identified limitations with its current database and intended to build or purchase a new system by the end of 2011. This will enable it to analyse data much more readily. It will enable it to continue to track individual achievement and compare unit standard achievements, including between courses, trainers, and from year to year, if it wishes. Its wide range of functions will further develop Impac Services' considerable capacity to access and use quality data, leading to further improvements.

- Impac Services is continuing to develop its relationships with employers, clients, and other stakeholders - most of whom provide repeat business. This will supplement the introduction of an online survey which will help ensure even better access to feedback from smaller clients and stakeholders. However, it is too early to gauge the success of such improvements.
- The evaluation team expects that Impac Services will continue to effectively evaluate the success of its improvements based on its self-assessment to date.

TEO response

Impac Services Limited has had an opportunity to comment on the accuracy of this report, and its submissions have been fully considered by NZQA before finalising the report.

Findings¹

1.1 How well do learners achieve?

The rating for performance in relation to this key evaluation question is **Excellent**.

The rating for capability in self-assessment for this key evaluation question is **Good**.

Completion of the courses and achievement of the relevant unit standards (including refresher courses) overall is consistently high. Up to 99 per cent of trainees achieved the two unit standards which were a focus of this evaluation. Trainee numbers have increased significantly since 2008, yet the success rate has remained as high as or higher than in previous years which is a credit to the quality and effectiveness of the training delivered by Impac Services. For those parts of the training and assessment for unit standards 17593 and 17601 which Impac services was directly responsible for, the achievement rates averaged 96 per cent. For all unit standards assessed by Impac Services in 2010, 8,176 trainees out of 8,811, or 93 per cent, were assessed as competent. These numbers and the proportion of representatives undertaking training who are not achieving the unit standards are relatively low.

Many trainees are intending to be, or already are, health and safety representatives in their organisations. They usually complete two to three short two-day courses and achieve the related unit standards up to level 4 on the New Zealand Qualifications Framework. Employers send their employees to the health and safety representatives stage 1 courses approved by the Department of Labour and which are funded by ACC in order to fulfil their statutory obligations and help ensure their workplaces are healthy and safe.

Completion of the courses and achievement of the relevant unit standards (including refresher courses) overall is consistently high. For example, in 2010, 97 per cent of the 1,409 representatives who undertook unit standard 20198 achieved it, and 99 per cent of the 1,021 attendees who undertook unit standard 17602 achieved it. These results are especially significant given the history of limited educational attainment of many of the attendees. In 2010, 93 per cent of the 1,049 attendees who undertook unit standard 17601 achieved it. However, ninety-six per cent of the trainees who did not achieve the unit standard were from one organisation which did not require them to complete and submit their documentation of on-job work.

Eighty-three per cent of the 1,476 who undertook unit standard 17593 achieved it. The reasons for this variation in results are known by Impac Services. For example, in the case of unit standard 17593, since 2010 trainees' managers have had to sign off that their employees are carrying out safe and healthy practices in the workplace. The reason why the trainees did not achieve this unit standard was that they did not complete and submit the required attestation signed off by their manager. From July 1 Impac Services did not intend

¹ The findings in this report are derived using a standard process and are based on a targeted sample of the organisation's activities.

to offer this unit standard. This is because it is not mandated and, despite Impac Services' encouragement, follow-up, and support of employers and trainees, it regards completion of the on-job unit standard requirements as being beyond their control.

Fewer attendees complete and achieve national certificates. There has been no particular demand, need, or requirement to do so in legislation or expectation by the Department of Labour or ACC, the clients, employers, or the individual trainees. However, two large clients had recently begun discussions about their employees enrolling in national certificates to further contribute to health and safety in their workplaces. Impac Services continues to deliver and develop course structures and programmes which enable representatives to complete national certificate programmes, including through industry training organisations.

Impac Services encourages trainees to complete unit standards and national certificates. It is usually aware of the reasons why trainees are unsuccessful and addresses any matters that arise course by course. Impac Services does not aggregate its results because its achievement rates are consistently high. At the time of the review, Impac Services had identified the limitations of its database and was in the final stages of research to identify and build or purchase a new database management system by the end of 2011. This will enable it to readily analyse a wide range of data and to not only track achievement for each unit standard but to make comparisons between unit standards achievement, including courses, trainers, and from year to year should it wish to do so. It will provide a wide range of functions which will further develop its already considerable capacity to access and use quality data, leading to further improvements.

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

The rating for performance in relation to this key evaluation question is **Excellent**.

The rating for capability in self-assessment for this key evaluation question is **Good**.

Impac Services enables employers, clients, and health and safety representatives to meet statutory requirements to ensure health and safety in their respective workplaces. In addition, Impac Services not only enables representatives and other trainees to complete and gain NZQA unit standards and national certificates, it also enables them to complete and achieve internationally recognised IOSH and NEBOSH courses and qualifications.

Impac Services Training enables attendees to take up and maintain their roles. It also gives them the potential to progress to higher levels in their training or employment, achieve promotion, or move into other areas of health and safety in their current or other workplaces. Attendees also reported that they are able to apply the training to their personal lives and other situations, for example at home or in social or recreational environments.

The ultimate value of the training provided by Impac Services is that it creates "intelligent customers" and enhances health and safety in the workplace through the significant number of representatives and managers it trains. Impac Services intentionally customises and

delivers training that goes beyond the unit standards and provides wider learning for not just compliance but also success in developing a culture of workplace health and safety.

Impac Services is further developing its relationships with its employers, clients, and other stakeholders by following up completions and how well representatives are able to apply their knowledge and understanding gained from training in their workplaces when they return from their courses (rather than just enabling their employers to record that they have completed the training as required). This should supplement a recently developed online survey which should help ensure Impac Services can better access feedback from smaller clients and stakeholders. However, it is too early to gauge the impact of these improvements.

1.3 How well do programmes and activities match the needs of learners and other stakeholders?

The rating for performance in relation to this key evaluation question is **Excellent**.

The rating for capability in self-assessment for this key evaluation question is **Good**.

Impac Services has significant repeat business, including from some very large client companies. Impac Services customises its training in close consultation with the client. Clients spoke very highly of the effectiveness of such training.

Impac Services advertises public courses in advance and usually runs them regardless of numbers. Impac Services provides public courses in order to match the needs of its smaller clients which increases participation in health and safety training and widens the capacity to provide healthier and safer workplaces. In these situations, representatives from smaller organisations train with representatives from other smaller organisations and they were impressed by the relevance of the scenarios and stories to all attendees. They also commented that the shared public courses enabled them to undertake training at a reasonable cost. Attendees also appreciated the relatively small numbers attending public or their own workplace training and the one-to-one attention they received.

Impac Services' own information and that obtained by the evaluation team reflected high satisfaction with the courses and the effectiveness of the teaching. Attendees value highly the resource manual which they take back to their workplaces for future reference and the completion of the relevant unit standards. Ongoing delivery and development of course structures and programmes will continue to assist organisations and their representatives to complete national certificates which will enhance their contributions to health and safety in their workplaces.

Impac Services has developed smart on-screen presentations which encourage interactive individual and group activities. Related written resources integrate learning and assessment and help trainers and trainees address literacy and numeracy needs. Such innovations and developments are already gaining highly favourable feedback from trainees and trainers.

Impac Services is starting to collate information about learning needs identified by trainees and their employers before a course with that identified by trainers during courses so that it can contribute to the information about individuals at future courses they attend. This

development is highly respected by representatives. So too is how Impac Services matches different styles of learning.

Impac Services has clearly identified its stakeholders, and its engagement with them is appropriate, ongoing, and effective. It informs its stakeholders about developments, barriers, and possibilities through its website and by email, phone, and personal contact. Impac Services encourages effective stakeholder engagement at all levels within its own organisation. The further development of Impac Services' relationships with its employers, clients, and other stakeholders – supplemented by online trainee, client, and industry training organisation surveys in addition to current course evaluations – should provide Impac Services with further valuable information about how well it is matching the needs of representatives and stakeholders, including in the workplace after the course.

1.4 How effective is the teaching?

The rating for performance in relation to this key evaluation question is **Excellent**.

The rating for capability in self-assessment for this key evaluation question is **Excellent**.

Trainers are chosen firstly for their health and safety and industry experience and qualifications, but also for their interpersonal skills. New trainers are “buddied up” with an experienced trainer who supports and helps their initial induction. Impac Services provides professional development, which includes literacy, numeracy and assessment, for five days per year. It also encourages and supports staff to gain academic or adult teaching qualifications. Impac Services' most recently appointed trainers identified that future internal professional development could include development of facilitation skills and additional literacy and numeracy strategies as well as the completion of adult teaching qualifications. More experienced trainers considered that their other roles as advisers and consultants gave them a wider appreciation of the training and contributed to its effectiveness. They maintained that their variety of roles helps them customise the training for greater effectiveness.

Impac Services is meeting the external assessment and moderation requirements of external standard-setting bodies such as industry training organisations and NZQA. Impac Services continues to improve its assessment materials on an ongoing basis, and trainers use effective oral as well as written assessment practice.

All trainers are well qualified and experienced to teach the programmes they are responsible for. Even though the courses are mainly short in duration, representatives usually attend two or three as well as refreshers, and attendees commented on the highly supportive learning environment. Attendees said the learning is learner-centred, engaging, and effective. In particular, they spoke highly of the use of interactive technology and the way Impac Services had helped them overcome barriers to their learning and achievement including with their literacy and numeracy. More advanced technology gives the trainer flexibility as to the sequence of the training, the ability to deal with matters as they come up, and the opportunity to use a variety of approaches. Impac Services prepared their trainers for the new technology by involving them in a pilot and acting on trainers' suggestions. Self-assessment contributed significantly to the successful introduction and implementation

of the new resources. Most attendees were satisfied with their training venues, but some venues, including clients' own venues, do not always meet Impac Services' high standards.

Impac Services has gathered detailed information from attendees on individual trainer performance for the past ten years. This information is processed, analysed, and used to make improvements as well as by the managing director to appraise trainers in trainers' annual performance review. The information is supplemented by the managing director's observations of trainers when they are conducting training, discussions with each trainer, and detailed feedback. Each year, trainers also undergo two comprehensive moderations by the training manager which include teaching effectiveness as well as assessment practices and following quality business processes. Trainers commented positively on the appraisal system and the opportunity to observe each other as part of their initial familiarisation with the training. Impac Services intends to further develop the strength of trainers observing and consulting each other and this would further support the collegiality of the trainers considering that they are often training alone around the country.

Impac Services' review and restructure focused on the quality of its training, including its delivery, resourcing, the structure of its courses, and administration. The new resources and assessment materials have been developed over time as a consequence and have been favourably accepted by trainees and tutors. The evaluation team expects that Impac Services will effectively evaluate the success of its changes and make further ongoing improvements.

1.5 How well are learners guided and supported?

The rating for performance in relation to this key evaluation question is **Excellent**.

The rating for capability in self-assessment for this key evaluation question is **Good**.

The prospective or current health and safety representatives and managers who attend Impac Services' short public or in-house courses are satisfied with the guidance and support they receive. Evaluations completed at the end of each course and the evaluation team's own observations verified this. Several attendees said they received little or no information before the course, but this was usually the result of the way their employers managed the information. Trainees who phone individually or book online are given full information regarding their course, which is also available on the Impac Services website.

Given that each course is short, the opportunities for Impac Services to provide guidance and support are limited. Nevertheless, trainees appreciate the support and guidance they receive during each course, such as the on-screen presentations, flexibility in course delivery, the variety of approaches used, literacy and numeracy support, and one-to-one attention. The effectiveness of such support is enhanced by the information trainers receive from employers about barriers to learning or the pre-course forms trainees complete and any information. Support is also strengthened by the trainers' ability to identify individual and collective needs during the course, their ongoing responses to feedback during the course, and their readiness to address individual or collective concerns as they arise.

Trainees appreciated the ongoing feedback they received as they learned and the responsiveness of trainers to their questions. Assessments were accessible and, where reading and writing were not being assessed, oral assessment was available and used. Trainees who do not achieve competency in assessment on or off course are supported on a one-to-one basis by trainers by both email and phone.

Attendees appreciated that they could contact their trainers for advice once they were back in the workplace. Impac Services proactively follows up completions at least once of those who do not complete and submit on-job work requirements. After that, it considers the matter is outside its control and expects the trainee to request support if required. Impac Services' trainers and other staff maintain ongoing relationships with attendees and their employers, including through the Impac Services' website and newsletters, and through email alerts about future training opportunities.

End-of-course trainee and trainer evaluations give Impac Services sound information as to how well trainees think they are guided and supported. Its further development of its relationships with employers, clients, and other stakeholders, including trainees, with the introduction of the online survey, should also obtain additional information that may further contribute to the quality guidance and support it provides.

1.6 How effective are governance and management in supporting educational achievement?

The rating for performance in relation to this key evaluation question is **Excellent**.

The rating for capability in self-assessment for this key evaluation question is **Good**.

Impac Services' directors are based in both Auckland and Wellington. The owner/director in Auckland works as a consultant for Impac Services and is also part of the advisory committee for NZITO. The owner/director in Wellington also works for Impac Services developing the IT risk management software and helping to improve Impac Services' software systems. The managing director is also based in Wellington and consults as well as managing the business streams overall.

The board comprises the founders of Impac Services and family members, apart from the managing director who has a key role in reporting to the board and challenging it. The board in turn challenges the managing director, but all members are very supportive of developing and improving the educational achievements of trainees and recognise the importance of supporting staff. All staff spoken to by the evaluation team said they felt valued by Impac Services.

Impac Services has clear purpose and direction, including its goal of being New Zealand's leading provider of workplace risk and safety management solutions. The leadership of Impac Services is effective. While there is a clear understanding of the difference between governance and management, both are integrated effectively in practice and the organisation operates inclusively at all levels.

In 2008, Impac Services reviewed its training division and created a new role of training and quality adviser to bolster this important area. The role was not filled until 2009.

Significant progress was made, but in late 2010 the senior management team upgraded the role to training and quality manager, converted a casual role into a full-time training, quality and safety adviser position, and established a new role of business development manager to directly manage client and stakeholder relationships. The new structure was still bedding in at the time of the evaluation, but it was evident that it was achieving positive results with regard to educational achievement.

Impac Services has invested strongly in improvements. Examples include: a search for a new data management system; the development of the website and resources; the development of an online survey system to supplement end-of-course evaluations; improvement of relationships with clients, employers, and other stakeholders, which is increasing both new and repeat business; retention of current staff and recruitment of new staff; enhancement of internal and external professional development; development of online and hard-copy training resources. All these improvements should contribute to improved educational achievement.

Impac Services goes to great lengths to ensure that it is always up to date. It anticipates and responds to change by balancing continuity with innovation in training materials and training methodologies. It has made effective operational decisions with regard to administration, including printing and courier services.

Impac Services has made several worthwhile improvements referred to in this report based on periodic and ongoing self-assessment which is comprehensive and robust. The organisation has yet to complete implementation of ongoing improvements including the new data management system. The evaluation team expects that Impac Services will continue to effectively evaluate the success of its improvements based on its self-assessment to date.

Focus Areas

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

2.1 Focus area: Governance, management, and strategy

The rating in this focus area for educational performance is **Excellent**.

The rating for capability in self-assessment for this focus area is **Good**.

2.2 Focus area: Health and Safety Representatives Stage 1 (especially unit standard 20198)

The rating in this focus area for educational performance is **Excellent**.

The rating for capability in self-assessment for this focus area is **Good**.

2.3 Focus area: Health and Safety Representatives Stage 2 (especially unit standard 17602)

The rating in this focus area for educational performance is **Good**.

The rating for capability in self-assessment for this focus area is **Good**.

Recommendations

There are no recommendations arising from the external evaluation and review, other than those expressed or implied within the report.

Appendix

Regulatory basis for external evaluation and review

Self-assessment and external evaluation and review are requirements of course approval and accreditation (under sections 258 and 259 of the Education Act 1989) for all TEOs that are entitled to apply. The requirements are set through the course approval and accreditation criteria and policies established by NZQA under section 253(1)(d) and (e) of the Act.

In addition, for registered private training establishments, the criteria and policies for their registration require self-assessment and external evaluation and review at an organisational level in addition to the individual courses they own or provide. These criteria and policies are set by NZQA under section 253(1)(ca) of the Act.

NZQA is responsible for ensuring non-university TEOs continue to comply with the policies and criteria after the initial granting of approval and accreditation of courses and/or 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 policies and criteria approved by the NZQA Board.

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).

*Information relevant to the external evaluation and review process, including the publication *Policy and Guidelines for the Conduct of External Evaluation and Review*, is available at: <http://www.nzqa.govt.nz/providers-partners/registration-and-accreditation/external-evaluation-and-review/policy-and-guidelines-eer/introduction/>*

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