



Report of External Evaluation and Review

WONS: Nursing, Education and Health
Promotion Services
Trading as WONS

Date of report: 15 June 2010

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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.

Brief description of TEO

Location: 14/49 Sainsbury Rd, Morningside, Auckland

Type: Private training establishment

Size: Approximately 250 trainees per year through one to two-day workshops

Sites: As above

WONS: Nursing, Education and Health Promotion Service (WONS) is a registered charitable organisation which provides clinical services, consultancy and advice, health promotion and advocacy, along with training and education.

The organisation is accredited to offer vaccinator training and to update courses, and also offers smear taker courses, which include the Unit Standard 1098 *Perform cervical screening and cervical smear taking*. In addition, WONS offers short courses in women's health and women's health promotion. The organisation works closely with the Ministry of Health, public health organisations (PHOs) and district health boards (DHBs), and is one of only two providers of vaccinator training in New Zealand.

The majority of trainees who study with WONS do the Vaccinators Training Course (VTC). This course consists of a two-day workshop followed by an open-book test and a clinical assessment. On completion, successful participants receive a certificate.

WONS was previously quality assured by NZQA under the quality audit system. At its most recent audit, WONS met all requirements of Quality Assurance Standard One, the standard then in force.

Executive Summary

Statement of confidence on educational performance

NZQA is **Highly Confident** in the educational performance of **WONS: Nursing, Education and Health Promotion Services Trading as WONS**.

WONS has good evidence that trainees are acquiring useful knowledge and skills. Trainees from the Vaccinators Training Course (VTC) report enhanced knowledge and confidence to practise.

VTC completion rates are at about 60 per cent, although employer-funded trainees complete at a higher rate. Trainees' employment prospects are enhanced by participation on the programme.

Through different training modules and modes of delivery, WONS is building understanding among diverse communities about key factors that improve the wellness of women. Research undertaken by WONS is also contributing to understanding about enhancing uptake of vaccinations and smears among previously under-represented sectors of the community, through effective training and education.

Statement of confidence on capability in self-assessment

NZQA is **Confident** in the capability in self-assessment of **WONS: Nursing, Education and Health Promotion Services Trading as WONS**.

WONS regularly reviews its practice and evaluates its performance using sound evidence collected on a regular basis. Feedback from trainees and other key stakeholders informs improvements and innovations.

Some important achievement data and trainee information, although collected, is difficult to retrieve, which has restricted analysis and the ability to benchmark.

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 TEOs continue to comply with the policies and criteria after the initial granting of approval and accreditation of courses and/or registration. The Institutes of Technology and Polytechnics Quality (ITPQuality) is responsible, under delegated authority from NZQA, for compliance by the polytechnic sector, and 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).

Findings

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

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/for-providers/keydocs/index.html>

Outline of scope

For this review two focus areas were chosen. The mandatory focus area was:

- Governance, management, and strategy.

The second focus area chosen was:

- Vaccinators Training Course.

This focus area was chosen because it has the largest numbers of trainees.

Part 1: Answers to Key Evaluation Questions across the organisation

This section provides a picture of the TEO's performance in terms of the outcomes achieved and the key contributing processes. Performance judgements are based on the answers to key evaluation questions across the focus areas sampled. This section also provides a judgement about the extent to which the organisation uses self-assessment information to understand its own performance and bring about improvements, i.e. capability in self-assessment.

1.1 How well do learners achieve?

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

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

Context

Gaining a vaccinator's certificate is not a prerequisite to nurses being able to administer vaccinations; however, it is required if a nurse wants to be an authorised independent vaccinator. As the Ministry of Health has child immunisation as one of its six key targets, district health boards are aiming to improve rates by increasing the number of authorised independent vaccinators.

WONS is also aiming to improve outcomes for women's health by training women from the community to be advocates for women's health.

Explanation

WONS has evidence that trainees acquire useful knowledge and skills that they can then take back to their communities or workplaces. For example, trainees attested to going back to work with an improved, up-to-date understanding of immunisation and useful knowledge and skills which increased their confidence and informed their practice.

There is a high participation rate on the two-day VTC workshop, although only approximately 60 per cent of trainees go on to complete the assessments. There is an increased completion rate for those nurses funded by their employers as opposed to those subsidised by the Ministry of Health, although the exact rate of increase could not be determined. For the Cervical Smear Taker course the achievement rate is as high as 75 per cent if clinical support is funded.

These rates have been fairly consistent over time, although some workshops have a much lower completion rate than others. A more detailed analysis of the data would give a better understanding of the reasons that may lie behind this. WONS conducted a phone survey to identify why some nurses did not complete. The small number of nurses contacted said the nature of their work had changed so the certification was no longer necessary.

The short courses in women's health are non-assessed, although feedback from trainees indicates an increased understanding of women's health and procedures that can promote wellness. For example, trainees attested to a deeper understanding of the importance of regular screening.

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**.

Context

Research and advocacy are key aspects of WONS' work, together with training and education. Trainees who complete the VTC can apply to become authorised independent vaccinators, meaning they can vaccinate without a doctor's prescription or standing order.

Explanation

Completion of the VTC enhances the value of the nurse or midwife to a health organisation. For the trainee, there is improved knowledge and confidence and also enhanced employment opportunities.

WONS is contributing usefully to a community of practice through research and evaluation. For example, there is an evaluation of the components that ensured successful completion of the smear taker course. The research aligns with targets set by the National Cervical Screening Programme, to increase the coverage and equity in health outcomes for all women.

There is some evidence that the organisation's Sisters in Health one-day workshop has been valuable in bringing knowledge about cervical and breast screening to women in the community. The organisation intends to improve the evaluation of these types of programmes through improving the training of facilitators to ensure useful feedback is collected in an appropriate way.

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 **Excellent**.

Context

WONS has links with a number of organisations which are key stakeholders, including the Ministry of Health, PHOs, district health boards, the National Cervical Screening Programme, and the Immunisation Advisory Centre. Other key stakeholders include women in the community, particularly those who have been under-represented in accessing health screening services in the past.

Explanation

WONS has a good understanding of its important stakeholders. WONS actively engages with these stakeholders to ensure it is meeting their needs. For example, WONS was consulted and involved in the development of a handbook on national standards for immunisation. This engagement and maintenance of links with the Immunisation Advisory Centre ensures the VTC is relevant and current.

Ongoing contracts with the Ministry of Health, district health boards, and PHOs reflect the ability of WONS to meet its contractual obligations to these organisations. WONS is expected to regularly report and provide evidence of meeting key performance indicators, for example delivering contracted numbers of trained vaccinators alongside the provision of clinical services. The organisation holds a number of meetings with its funders to plan projects and ensure their needs and expectations are clearly understood. Each programme ends with an evaluation. The style and content of the training is frequently adapted and updated to meet the different needs of these primary funders.

To improve equity in health outcomes through increasing the coverage of screening to previously under represented groups, WONS goes out into the community and adapts its training programmes to match the needs of the community it is working with. A recent initiative saw WONS spend the day with a number of women from across a number of Tongan churches. These women were chosen to be advocates for women's health within their communities.

Training materials developed by WONS show a good awareness of the needs of a diverse group of learners. For example, the material developed for the modules in the Wahine Hauora Kete adult education package is interactive, promoting discussion and active learning. These and other training materials show a good awareness of the different levels of literacy which exist in the community.

WONS regularly seeks feedback from trainees and summarises this feedback to inform monthly reporting and planning.

1.4 How effective is the teaching?

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

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

Context

The training is offered in one or two-day workshops or a series of modules. Clinical support and assessment can follow the training, although funding is not always available for this.

Explanation

Trainees are highly satisfied with the quality of teaching and level of expertise shown by the VTC trainers. Training is engaging and discussion is used to promote understanding. The materials used are current and relevant and add value to the learning.

Tutors ensure they remain up to date with developments and keep their own practice current. The current VTC head tutor holds qualifications in adult learning and teaching alongside his clinical practice and expertise. To ensure currency of the content, guest speakers are invited to share their expertise as part of the training.

Moderation has not been occurring effectively. Although there is evidence of internal moderation, external moderation has not occurred. The organisation has recognised this gap. There is good evidence that the programme has been improved in response to trainees' needs and developments in the health industry.

Trainee feedback demonstrates that trainees feel satisfied with the training they are receiving in the other courses. Trainees feel connected with their tutors and find the teaching engaging. This feedback is summarised and used to inform programme planning.

Through its own self-evaluation the organisation has identified a strong need for clinical support in the effective training of cervical smear takers.

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**.

Context

Given the nature of the training, WONS' contact with trainees is relatively brief. Training is adapted to both the target trainees and subject content.

Explanation

The different courses developed by WONS have clear learning aims and objectives. Trainees are clear about what is required to complete the course and, when appropriate, there are reminders sent to trainees when assessments are due. It is possible that sending an earlier reminder could give more trainees the opportunity to organise their clinical assessment.

Clinical assessments are arranged to fit in with the trainee's timetable, often occurring very early in the morning or late in the afternoon. VTC trainees are given the opportunity to be reassessed if necessary.

The women's health training is offered at a number of locations including churches and marae. Delivering training in an environment that feels safe for trainees allows better engagement with the content, which can be sensitive for some women.

The training materials show awareness that some trainees require extra support to engage with written materials. For example, the feedback forms given to non-nursing trainees are written in plain English and use symbols to aid understanding.

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 **Excellent**.

Context

WONS grew out of the Cartwright Inquiry of the late 1980s, which among other issues identified gaps in women's health care. WONS is a charitable trust formed to promote the health needs of women and to address inequalities in health care. Governance is provided by a trust board made up of two staff members and an external trustee.

Explanation

A clear vision and strong values underpin WONS' work. There is good guidance provided by the trust board which ensures WONS is implementing its strategic plan. A restructure in 2008 resulted in a new strategy to ensure the sustainability of the organisation. The annual report demonstrated that WONS had met nearly all of its outcomes towards the new plan.

There are regular opportunities for the organisation to review and plan its programmes, including a strategic planning day for the whole organisation once a year and programme

planning days for each course. Feedback from key stakeholders informs this planning and there is evidence of improvements being made.

The organisation has effective systems to ensure continued effectiveness in the event that key members of staff are unavailable. However, it is important that the strategic and managerial role of the chief executive officer be maintained in order for the organisation to achieve its goal of sustainability.

There is a stable team of staff at WONS. With the strategic plan highlighting workforce development, key staff are encouraged to participate in further study, with a focus on building research and leadership skills. A monthly staff newsletter and regular staff meetings ensure that new developments are communicated.

Part 2: Performance in 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: Vaccinators Training Course

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

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

Actions Required and Recommendations

Further actions

The next external evaluation and review will take place in accordance with NZQA's regular scheduling policy and is likely to occur within four years of the date of this report.

Recommendations

There are no recommendations arising from this report.

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