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# Report of External Evaluation and Review

Southern First Aid Limited

Highly Confident in educational performance

Highly Confident in capability in self-assessment

Date of report: 17 June 2016

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*Final Report*

# 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

Name of TEO:	Southern First Aid Limited
Type:	Private training establishment (PTE)
First registered:	24 August 2009
Location:	65 Goldfields Heights, Queenstown
Delivery sites:	1 Copthorne Hotel Lake View and Apartments
Temporary sites:	Skyline Gondola, Queenstown Events Centre, Queenstown Airport, Hermitage Mount Cook, Riverton Rest Home
Courses currently delivered:	<ul style="list-style-type: none"><li>• Workplace First Aid</li><li>• First Aid for Young Children</li></ul>
Number of students:	2012: Workplace First Aid, 225 students; First Aid for Young Children, 15 students  2013: Workplace First Aid, 211; First Aid for Young Children, 36  2014: Workplace First Aid, 330; First Aid for Young Children, 50  2015: Workplace First Aid, 373; First Aid for Young Children, 46  Total: 1,286. Workplace First Aid, 1,139; First Aid for Young Children, 147
Number of staff:	Sole owner/manager/trainer
Scope of active	First Aid unit standards 25459, <i>Provide first aid for</i>

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- accreditation: *young children (1 credit); 26551 Provide first aid for life threatening conditions (1 credit); 26552 Demonstrate knowledge of common first aid conditions and how to respond to them (1 credit)*
- Distinctive characteristics: Workplace-based training meets the needs of business and the community in Queenstown and Central Otago. The first aid certificate is valid for two years and three months, with a refresher course of half a day available within this time period. After this time has elapsed, an individual needs to repeat the full-day option (six hours).
- Recent significant changes: Student numbers have grown over the period 2012-2016. In March 2015, The Skills Organisation was granted gazetted coverage for First Aid (refer New Zealand Gazette 26 March 2015). At that date, standard-setting responsibility for unit standards 6400, 6401, 6402, 26551, 26552 and 24549 was transferred from NZQA to The Skills Organisation. Unit standards 6400, 6401 and 6402 were reviewed and reinstated, while 26551 and 26552 are being expired. Education organisations with consent to assess for unit standards 26551 and 26552 only will automatically have their consent to assess extended to include unit standards 6400, 6401 and 6402. To minimise the impact on industry training organisations with qualifications containing 26551 and 26552, a last date for assessment of 31 December 2019 has been set. The Skills Organisation is now responsible for national external moderation of the above standards, and will contact education organisations who have indicated to NZQA that they will be assessing first aid standards to confirm national external moderation requirements for 2015. To date, Southern First Aid has not been required to undertake moderation activities with The Skills Organisation, but expects to do this in 2016.
- Southern First Aid is an active member of AECTP (Association of Emergency Care Training Providers) founded in 2011. Member organisations need to be a New Zealand-registered organisation or company, registered by NZQA as a TEO accredited to provide emergency

care or first aid unit standards, and are required to sign an agreement to abide by all the current standard-setting bodies' requirements and guidelines. The AECTP Rules and the Code of Ethics and Values documents specify a commitment to good practice and quality first aid training, as well as to respect others and to promote positive advocacy for the first aid training industry. The AECTP's agreed vision is to promote best practice in first aid training throughout New Zealand. The association's mission is to build confidence in the first aid training industry by member organisations working collaboratively and cohesively to produce one authoritative voice. NZQA recognises AECTP as a peak body.

Previous quality assurance history:

At the last external evaluation and review (EER) in 2012, Southern First Aid was found to be Highly Confident in both educational performance and capability in self-assessment. All key evaluation questions and focus areas were rated excellent for both educational performance and capability in self-assessment.

Both courses offered by Southern First Aid meet NZQA minimum contact hour requirements of eight hours (excluding breaks) for unit standards 26551 and 26552. These unit standards comprise the Workplace First Aid course.

Unit standard 25459, *Provide first aid for young children* (1 credit) makes up the First Aid for Young Children course and is completed in half a day.

A First Aid Monitoring Visit was undertaken in October 2014 by NZQA. During the visit, NZQA identified no areas of non-compliance. Course delivery was observed and instructor qualifications reviewed. As Southern First Aid is a sole instructor, sub-contracting arrangements did not apply.

## 2. Scope of external evaluation and review

The mandatory focus area selected was governance, management and strategy. The programmes selected were Workplace First Aid and First Aid for Children, the two courses offered by Southern First Aid.

## 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>. 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.*

The evaluation team consisted of two evaluators who visited the sole owner/manager/trainer for one day at his home in Queenstown. The owner undertakes administration from this site and maintains resources, such as his van, mobile trailer and training equipment. The day began with a health and safety briefing from the owner. The evaluators spoke with the owner, managers of organisations who have sent staff to be trained by Southern First Aid, and a selection of trainees. A range of documentation was also sighted, including trainee feedback on the course materials and the tutor's performance (sample of 100 reviewed), employer feedback, course booklets, assessment materials and the updated quality management system. This document included information on health and safety, records of the maintenance of training equipment, and policies and information on management and risk.

# Summary of Results

## Statements of confidence on educational performance and capability in self- Assessment

NZQA is **Highly Confident** in the educational performance and capability in self-assessment of **Southern First Aid Limited**.

- Southern First Aid has maintained compliance with NZQA's requirements for contact teaching hours of eight hours for Workplace First Aid and half a day for First Aid for Young Children, excluding breaks. However, the organisation routinely increases these minimum time requirements, depending on class numbers and needs, to maintain a high standard of teaching and learning and to ensure that trainees are well-prepared for assessment.
- The company owner/manager/trainer is highly experienced. He has 32 years front-line service as an advanced paramedic, with a mixture of urban, rural and helicopter experience, as well as having been a first aid trainer for a national first aid organisation. This experience, in combination with an enthusiastic, inclusive teaching approach, ensures learners are well informed and stimulated to learn.
- Southern First Aid has significantly increased trainee numbers since the last EER in 2012. New business has mostly been generated by word-of-mouth recommendations and repeat business, both indicating that Southern First Aid is highly valued in its community. This is significant as the PTE has local competition from a large national first aid provider. Between 2012 and 2015, Southern First Aid trained over 1,000 trainees on Workplace First Aid and First Aid for Young Children. Completion rates are very high at 98 per cent. These levels of achievement are normal for the first aid sector. Southern First Aid works hard to minimise barriers to learning, for example by providing a reader/writer and/or extra individual tuition, but it does not pass everyone.
- Records of trainees who do not succeed are maintained. These include the reasons for non-achievement, such as an individual's physical limitations or insufficient English language to understand instructions or read questions. While Southern First Aid asks for trainee characteristics and requirements from employers prior to the training, this information is often sparse or inaccurate.
- Classes have a maximum of 14 to 15 trainees to ensure the trainer has sufficient time to interact and observe trainees and to mark assessments. Southern First Aid also runs courses with low numbers, an indication of the organisation's flexibility and determination to meet learner needs. All learners are provided with a comprehensive student handbook which includes details of course hours, expectations for participation in class, assessment details and complaint procedures.

- Trainees are allowed up to three re-sits and, if still unsuccessful, are offered attendance at another class at no charge. This encourages learners to keep trying, maintains valid levels of assessment, and is indicative of the passion Southern First Aid has for raising first aid competency levels in the community.
- Most trainees are referred by their employer as their work requires an up-to-date first aid certificate, or their current certificate is due to expire and they require a refresher course. Southern First Aid has a range of trainees across different industries. The trainer uses his own and trainees' personal and work experiences to engage and maintain trainees' interest. This engagement develops rapport, reduces barriers to learning, encourages conversation across the group, and sometimes uncovers factual inaccuracies about first aid that can be corrected by the trainer.
- Southern First Aid has processes and procedures that provide evidence of effective self-assessment. These include regular documented updating of the quality management system, feedback from trainees after each class, employer feedback (both of which are collated and analysed to inform future training), and an annual audit that addresses wide-ranging areas of the business, such as health and safety, customer satisfaction, data storage, and organisational purpose and direction. Southern First Aid's accountant provides financial advice and also acts as a mentor to the organisation. This is a long-standing professional relationship that is highly valued by Southern First Aid.
- Regular review and updating of training materials has led to trainee workbooks that are comprehensive and easy to understand. Southern First Aid also provides additional information to trainees if required.
- The evaluation team was impressed by Southern First Aid's readiness to seek and accept external input and the organisation's understanding of the importance of this input in evaluating the quality of its training. An excellent example of this was responding on the day to an evaluator's suggestion that the enrolment form might benefit from the inclusion of a place for trainees to confidentially self-identify possible barriers to their learning.
- Southern First Aid maintains currency by attendance at New Zealand Resuscitation Council biannual conferences, through NZQA updates, St John updates, reviewing relevant websites, and by membership of AECPT. The latter is an NZQA-recognised peak body which provides guidance and ongoing professional development for the first aid sector. Membership of AECPT is not automatic, indicating the positive regard for Southern First Aid within the industry.
- Southern First Aid's self-assessment includes annual revalidation by successfully attaining the New Zealand Resuscitation Council's First Aid and Emergency Care Instructor Level 2 (ECI 2) certificate. This provides an external quality assurance measure which shows that Southern First Aid is operating at the required level of industry competence for instructors teaching first aid and

emergency care who may be assessing against unit standards 6400, 6401 and 6402.

# Findings<sup>1</sup>

## 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**.

Between 2012 and 2015, Southern First Aid trained 1,286 trainees on Workplace First Aid (1,139) and First Aid for Young Children (147). Completion rates are very high at 98 per cent. These levels of completion are normal in the first aid sector. While Southern First Aid works hard to minimise barriers to success, it does not pass everyone. The numbers of trainees who did not achieve over these years were: 2012 (five), 2013 (10), 2014 (four) and 2015 (two). The reasons for not meeting competency included: insufficient strength to perform CPR, language skills too low to understand, read or write English, and an inability to retain information sufficiently to undertake assessment tasks. This detailed tracking of trainee non-completions demonstrates that Southern First Aid is concerned with high standards and transparent about the reasons for non-completion.

Trainees enrol when they attend the class. The unit standard and assessment requirements are carefully explained. Trainees were well prepared for assessments and confident that they would pass, with several trainees noting that there were no surprises. The Southern First Aid database is comprehensive. It alerts the organisation to expiry dates for certificates, enabling it to alert employers that staff need to enrol in a refresher course. This often leads to additional first-time Workplace First Aid enrolments, as there is high staff turnover (understandable in a tourist destination like Queenstown). Southern First Aid keeps trainee records for seven years, as mandated by Inland Revenue.

Southern First Aid does not track whether enrolments are for refresher or Workplace First Aid training. Doing this might enable more detailed analysis of trainees' circumstances which could lead to increased training opportunities (refer Recommendations).

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

## 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 **Excellent**.

Southern First Aid training is targeted to the trainee's workplace, linked to trainees' previous experience, and helps them to acquire useful skills and knowledge. While the trainees spoken to hoped never to have to use their first aid skills, they reported increased confidence in their ability to know what to do should the occasion arise. They also appreciated that their colleagues had completed the training alongside them and that this built their collective first aid confidence and contributed to their knowledge of first aid in their personal lives and work communities. This collective confidence was acknowledged by an employer who requested training to lift staff morale. He had seen this outcome before, when Southern First Aid carried out training at a previous workplace. This time, the same result occurred and has led to repeat business for Southern First Aid from this employer.

Southern First Aid contributes to the community by providing first aid services at local events such as golf tournaments, and through voluntary activities such as pre-camp preparation with girl guides. The latter involves training and a complimentary first aid kit given to each guide to use on camp. While much first aid training is compliance-driven, there was compelling evidence from trainees and employers that the training exceeded expectations. Comments included, 'I thought it would be boring but it was really interesting and fun, it was very interactive, we had lots of discussions that helped me to learn and the trainer was enthusiastic and an excellent facilitator'. These comments indicate that the majority of trainees not only gained their certificate but also improved their well-being and enhanced their abilities and attributes.

## 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**.

Southern First Aid is a provider of choice because the trainer is easy to contact, responsive at short notice, has a reputation for running interactive and engaging training, and contextualises training to each workplace. The relationship between the trainees and the trainer is relaxed, the trainer gives clear instructions and is easy to understand, and the expectations of the course are made explicit to trainees. Southern First Aid has successfully responded to its clients by being flexible around delivery times and locations, for example training in the evenings

and weekends and by having a mobile trailer complete with resources and mannequins which can be used on site at client workplaces.

Southern First Aid runs classes for small numbers of trainees and has maximum class numbers of 14 to 15 trainees. The latter ensures sufficient time to teach and to provide slower learners with extra help, as well as to undertake meaningful assessment. Trainees are allowed up to three re-sits and, if still unsuccessful, are offered attendance at another class at no charge, provided Southern First Aid is confident that they have the ability to pass with extra tuition or a change in attitude.

Besides first aid training, Southern First Aid also sells and hires out first aid equipment such as automated external defibrillator machines. This part of the Southern First Aid business accounts for approximately 15 per cent of overall business and is an important aspect of Southern First Aid's commitment to making the community a safer place. An excellent example of the interrelationship between the training and selling arms of Southern First Aid was provided by a stakeholder: 'Southern First Aid is flexible enough to incorporate company-specific issues into the training as well as providing vital advice on how we could improve the business in terms of first aid'.

Imminent changes to health and safety legislation in April 2016 has led to increasing numbers of inquiries to Southern First Aid for one-off, non-unit standard based training, such as for workers in a motor trade workshop. While extra business is always welcome, Southern First Aid's commitment to quality training means it will not provide quick-fix solutions if they threaten to undermine these standards.

#### 1.4 How effective is the teaching?

The rating for performance in relation to **Excellent**.

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

The company owner/manager/trainer is highly experienced, with 32 years of front-line service, including attendance at many types of emergencies. He possesses a well-developed set of training skills. These include the ability to use trainees' experiences to engage them in the learning, using up-to-date audio-visual equipment and a variety of training approaches to accommodate different learning styles. He also uses his own experience to illustrate teaching points, and fosters a classroom atmosphere where trainees are comfortable to ask questions, take part in role-plays, and work effectively in small groups.

The course workbooks are well written in plain English, updated regularly to reflect the latest unit standard requirements, easy to understand, and can be used as a resource post-training. Southern First Aid uses NZQA assessment materials but adds value to these by adding information when trainees have found a concept

difficult to understand. For example, it is made clear that 'wounds' refers to bleeding, and 'chest pains' refers to heart attacks.

The trainer has responded to trainee feedback that he speaks too fast by consciously slowing down his delivery. His determination to reduce barriers to learner progress is motivated by a genuine, passionate belief about the importance of empowering individuals to make well-informed decisions in situations where first aid is required.

### 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**.

Southern First Aid provides guidance and support to trainees by having access to a reader/writer if required, promoting an inclusive learning environment, and by taking extra time with trainees on a one-to-one basis. Several stakeholders noted that the trainer is particularly supportive of speakers for whom English is their first language, working with them after class and individually to help them to understand training concepts. However, as noted earlier, if trainees cannot reach the required standard, they will not pass. The ability to listen actively to trainees, adapt the training accordingly, and minimise barriers to learning is a strength of the training that Southern First Aid provides.

More effective guidance and support might be possible if Southern First Aid were able to find a way to encourage employers to provide more accurate and informative pre-course information, such as trainees' literacy levels or English language proficiency. This might enable Southern First Aid to target support to increase the ability of these trainees to succeed. However, the current support offered is entirely appropriate for the very short courses provided.

### 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**.

Southern First Aid supports educational achievement by collecting, collating and analysing stakeholder feedback for any trends, maintaining collegial contacts through attendance at New Zealand Resuscitation Council conferences, gaining external input about the validity and consistency of assessment through an experienced external moderator, keeping up to date with the latest resources, and having direct contact with all the stakeholders involved in his business. This includes the trainees, the managers of the organisations he trains for, the

businesses that hire his first aid equipment, and the community contacts that he has gathered after living in the area for some time.

Southern First Aid takes an approach that is practical, friendly, open and organised. Excellent resources and word-of-mouth recommendations, in combination with the Queenstown location, have enabled Southern First Aid to offer targeted training to a wide range of tourism and community businesses, all of whom have a significant and ongoing demand for staff with first aid training certificates.

Southern First Aid conducts an annual audit of the services it offers, which is used to reflect on all aspects of the business, from advertising to data storage. As a result of the last audit, a new health and safety policy has been developed. There is a clear vision for the business where the trainer wants to increase the amount of training, and has applied for sub-contracting status with NZQA. To date this application has been unsuccessful; however, he intends to reapply in 2016.

The last date for assessment of unit standards 26551 and 26552 is 31 December 2019. Education organisations with consent to assess for these unit standards will automatically have their consent to assess extended to include unit standards 6400, 6401 and 6402. However, the move back to two-day courses as a minimum will have an impact on employers as they have enthusiastically embraced one-day courses, as they are less disruptive to business schedules. Southern First Aid will need to develop a strategic approach with stakeholders to determine the pros and cons of this change for the business (refer Recommendations).

## 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: Workplace First Aid

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: First Aid for Children

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

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

# Recommendations

NZQA recommends that Southern First Aid Limited:

- Consider recording non-completions on its database.
- Consider whether collecting information on the number of trainees who complete certificates compared with the number of trainees who complete refresher courses is useful.
- Consider reapplying to NZQA to be granted sub-contracting arrangements to enable Southern First Aid to, for example, more formally share teaching and learning with an industry colleague.
- Consider the long-term implications of the expiry of standards 26551 and 26552 for Southern First Aid and its stakeholders.

# Appendix

## Regulatory basis for external evaluation and review

*External evaluation and review is conducted according to the External Evaluation and Review (EER) Rules 2013, which are made by NZQA under section 253 of the Education Act 1989 and approved by the NZQA Board and the Minister for Tertiary Education, Skills and Employment.*

*Self-assessment and participation in external evaluation and review are requirements for maintaining accreditation to provide an approved programme for all TEOs other than universities. The requirements are set through the NZQF Programme Approval and Accreditation Rules 2013, which are also made by NZQA under section 253 of the Education Act 1989 and approved by the NZQA Board and the Minister for Tertiary Education, Skills and Employment.*

*In addition, the Private Training Establishment Registration Rules 2013 require registered private training establishments to undertake self-assessment and participate in external evaluation and review, in accordance with the External Evaluation and Review Rules (EER) 2013, as a condition of maintaining registration. The Private Training Establishment Registration Rules 2013 are also made by NZQA under section 253 of the Education Act 1989 and approved by the NZQA Board and the Minister for Tertiary Education, Skills and Employment.*

*NZQA is responsible for ensuring non-university TEOs continue to comply with the rules after the initial granting of approval and accreditation of programmes 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 External Evaluation and Review (EER) Rules 2013.*

*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](http://www.nzqa.govt.nz)).*

*The External Evaluation and Review (EER) Rules 2013 are available at <http://www.nzqa.govt.nz/assets/About-us/Our-role/Rules/EER-Rules.pdf>, while information about the conduct and methodology for external evaluation and review can be found at <http://www.nzqa.govt.nz/providers-partners/external-evaluation-and-review/policy-and-guidelines-eer/introduction/>.*

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