



Mana Tohu Mātauranga o Aotearoa  
New Zealand Qualifications Authority

# External Evaluation and Review Report

Fire and Safety Training Limited

Date of report: 28 August 2023

# About Fire and Safety Training Limited

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*Fire and Safety Training Limited (F&ST) provides short-duration, safety-related training to support effective and compliant practice in the workplace and community. Training is delivered at sites in Timaru and Napier, and at client workplaces across different regions.*

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Type of organisation:	Private training establishment (PTE)
Location:	30 Holmglen Street, Washdyke, Timaru
Eligible to enrol intl students:	No
Number of students:	6,166 <sup>1</sup> (267 equivalent full-time students in 2022); Māori 10 per cent, Pasifika 3 per cent, other ethnicities 10 per cent, disabled unknown <sup>2</sup> , male 85 per cent
Number of staff:	10 full-time equivalents
TEO profile:	<a href="#">NZQA profile</a>
Last EER outcome:	NZQA was Highly Confident in both the educational performance and capability in self-assessment of Fire and Safety Training in August 2019.
Scope of evaluation:	Working at Heights training (unit standards 23229 and 15757  Chemical handling and hazardous substances training (unit standards 31290, 31291, 31292 and 31293)
MoE number:	7937
NZQA reference:	C54052
Dates of EER visit:	27-29 June 2023

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<sup>1</sup> This is the number of enrolments. Trainees may enrol on multiple courses.

<sup>2</sup> This information was not identified.

# Summary of results

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*F&ST is providing high-quality training that supports safe and compliant work practice. The important needs of clients and trainees are being well met. Self-assessment identifies key problems and needs and effectively addresses them. Any gaps are not significant.*

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## **Highly Confident in educational performance**

- Trainees learn and/or confirm their safety-related knowledge and practical skills gained on F&ST courses. Essentially, all those who complete the training meet the expected standards. Completion enables clients and trainees to be compliant with industry regulations. Clients and trainees consistently rate the training highly. Research indicates effective training contributes to workplaces being safer.

## **Highly Confident in capability in self-assessment**

- F&ST invests in people, equipment and facilities to support high-quality training. The PTE's capable trainers have industry experience and the credentials, training, people skills and professional values to deliver effective training. Purpose-built facilities and industry-level equipment support the delivery.
- F&ST trainers are subject matter experts who also provide professional advice and related services to industry clients. This experience ensures their training meets current industry practice. Courses are designed and tailored to meet the needs of the client and trainee group. Sound moderation practice validates the assessment and learning taking place. Trainees are supported to safely learn and complete their short course training.
- F&ST leadership has in place the values, people and processes that support consistent and high-quality performance. Self-assessment identifies key problems and needs and addresses them.
- F&ST effectively manages most of its compliance accountabilities. There are a few gaps; however, the impact on trainees and clients is minimal.

# Key evaluation question findings<sup>3</sup>

## 1.1 How well do students achieve?

Performance:	<b>Excellent</b>
Self-assessment:	<b>Good</b>
Findings and supporting evidence:	<p>Fire and Safety Training provides short-duration training to workers to support safety-related practice and workplace compliance. Trainees include people attending refresher training. Between 2019 and 2023, nearly every trainee passed the course they attended.<sup>4</sup> These very high pass rates are common for this context. The key reason for not passing is that the trainee did not complete a training event. This meant that Covid lockdowns slightly impacted the 2020 pass rates. Pass rates for the Napier and Timaru sites, for Māori and the few Pasifika trainees were very similar.<sup>5</sup> Strong external moderation results and sound internal moderation practice validate these results. Survey feedback and EER interviews with clients and trainees also confirm that trainees have demonstrated the expected knowledge and skills.</p> <p>F&amp;ST has an in-depth understanding of achievement that informs its delivery. Some monitoring of the content and frequency of oral guidance provided to those not initially meeting performance expectations would give F&amp;ST information that could inform review of the training delivery. A recent external moderation report identified a need to clarify this activity.<sup>6</sup></p>
Conclusion:	Nearly all trainees develop or confirm their competency after attending a training event. The PTE's in-depth understanding of achievement informs its delivery.

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

<sup>4</sup> See Appendix 1, Table 1 for further details.

<sup>5</sup> The data for trainees with a disability indicates very low numbers attending. However, processes for responding to these trainees are not clear. See 1.6 for further details.

<sup>6</sup> Waihanga Ara Rau External Post Moderation Report (July 2023) of NZQA Unit Standard 23229.

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

Performance:	<b>Excellent</b>
Self-assessment:	<b>Excellent</b>
Findings and supporting evidence:	<p>F&amp;ST is fulfilling its training mission to ‘provide high quality training...to support health and safety compliance in the workplace and wider community’. The PTE’s training consistently develops or confirms the health and safety-related knowledge and practical skills of those attending the training. Clients and trainees completing the training become compliant with health and safety regulations. The training contributes to improved health and safety practice that ‘gets people safely home at the end of the day’. Key evidence included a well-designed annual client survey which in 2022<sup>7</sup> found that:</p> <ul style="list-style-type: none"> <li>• 91 per cent of respondents said the training was ‘very valuable’</li> <li>• the knowledge gained always meets or exceeds the client’s expectations (65 per cent) or meets expectations (35 per cent)</li> <li>• the practical skills gained always meet or exceed the client’s expectations (70 per cent) or meet expectations (30 per cent).</li> </ul> <p>EER interviews undertaken with large corporate and small business clients also confirmed that the training was professional, of high quality and meeting client needs well. A sample of trainee evaluations taken from February 2023 rated the training above 4.9 on a 5-point scale, where 5 was ‘excellent’. EER interviews with trainees supported this finding.</p> <p>F&amp;ST also provides clients with informal professional advice on health and safety matters, formal audit services, and sells and calibrates equipment. These wrap-around services add value for the client and ensure the training suits the client context. F&amp;ST is attracting new clients and undertaking training initiatives. The PTE also offers some unpaid services to its local communities.</p>

<sup>7</sup> Findings were similar in other years.

Conclusion:	F&ST provides high-quality training that supports health and safety practice and compliance in the workplace and wider community. There is robust review of training outcomes.
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### 1.3 How well do programme design and delivery, including learning and assessment activities, match the needs of students and other relevant stakeholders?

Performance:	<b>Excellent</b>
Self-assessment:	<b>Excellent</b>
Findings and supporting evidence:	<p>F&amp;ST has engaged and ongoing relationships with its clients and industry which support the currency and tailoring of training. Training is delivered at two modern purpose-built training sites or on the clients' worksites (e.g. fishing boats, freezing works). Trainees learn using a range of industry-standard equipment and/or the equipment located in their workplace. Training events are thoughtfully designed to blend the theory and practical skills in a realistic environment, which suits the learners.</p> <p>F&amp;ST is strongly focused on maintaining professional training standards across both sites. Assessment materials are pre-moderated. External moderation mostly supports the assessment material design and assessor judgments. Any issues are addressed. There is considerable tracked internal moderation, though there is no formal schedule. Consistency is supported by cross-site observations. F&amp;ST, as subject matter experts, keeps current with industry regulatory requirements.</p> <p>A range of effective mechanisms support consistent and high-quality delivery. Trainees provide well-structured feedback at the end of each course. Employers also give feedback when the trainees return to work. Feedback about the training is predominately positive. Minor changes are occasionally made. The quality manual formally outlines expected practice. Regular informal catch-ups between trainers, and with the management team, support transparency, as the sites have only a handful of staff.</p>
Conclusion:	F&ST's course design, delivery and resources match industry and trainee needs well. Multiple processes effectively support consistent practice and maintenance of professional standards. Self-assessment is robust and ongoing, which supports high-quality delivery.

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

Performance:	<b>Excellent</b>
Self-assessment:	<b>Excellent</b>
Findings and supporting evidence:	<p>The training context is short-duration training events, often including high-risk activities such as working at heights. Business clients typically refer their workers to the training and therefore the trainers have limited information prior to the start of the event. The first and primary focus is ensuring the health and safety of trainees during the training event. Trainers have the expertise to safely deliver the training. Trainers assess the trainees' ability to safely perform required high-risk tasks. The PTE reports that there have been no safety incidents since the last EER.</p> <p>F&amp;ST trainers are familiar with the cultures of different industry work settings. The trainers adapt the training experience to a broad range of trainees and clients, while maintaining the required professional standards. The trainers also engage well with the trainees. Trainee feedback repeatedly highlights both the supportive manner of the trainer and their expertise. One trainee said: 'Made me feel very comfortable and explained things in simple terms'.<sup>8</sup> One-to-one support and oral guidance is offered to trainees with literacy challenges or needing additional help.</p> <p>F&amp;ST has reviewed its compliance with the Code Of Practice. The pastoral support provided is appropriate to this training context. While learners with disabilities are not formally identified, the trainers are highly observant and regularly check in to ensure learners are comfortable during both the theory and practical exercises.</p>
Conclusion:	Trainees are well supported to safely learn and complete their short-duration training events. F&ST trainers adapt the training and provide support to trainees at each event. Trainees are encouraged to be involved and participate fully in their training.

<sup>8</sup> Trainee feedback would be strengthened by reporting the response rates.

## 1.5 How effective are governance and management in supporting educational achievement?

Performance:	<b>Excellent</b>
Self-assessment:	<b>Excellent</b>
Findings and supporting evidence:	<p>F&amp;ST has a clear and established purpose of supporting safety-related practices through the training, specialist advice and supply of required equipment. The leadership ensures that F&amp;ST is professional, honest, compliant and responsive to client needs. The PTE's reputation for quality service among its clients creates word-of-mouth new business. Māori stakeholders in Napier have formally recognised the local manager's responsiveness to their needs.</p> <p>The F&amp;ST leadership invests significantly in people, resources and training facilities to maintain its high professional standards. F&amp;ST hires, develops and mostly retains capable people as its managers, trainers and key support roles. Staff values align with F&amp;ST's purpose. Staff interviewed spoke of being effectively supported to carry out their role. A restructure has enabled the director and academic administrator to step back from day-to-day operations. F&amp;ST invests in the vehicles and equipment needed to support quality training. It also supplies and calibrates this equipment to the client, where needed. F&amp;ST has partially renovated the Napier site since the last EER.<sup>9</sup></p> <p>The self-assessment model is strongly focused on offering quality services and effectively responding to client and trainee needs. There is a 'can-do' attitude across the organisation of finding solutions to problems or improving the service being offered. Ongoing reviews of training events are sound. The feedback from clients and trainees attests to important needs being well met. The gaps this EER identified are not significant.</p>
Conclusion:	The F&ST leadership has put in place the people, resources and systems that support consistent and high-quality performance. Self-assessment identifies key problems and needs and effectively addresses them.

<sup>9</sup> Timaru was redeveloped prior to the last EER.



## 1.6 How effectively are important compliance accountabilities managed?

Performance:	<b>Good</b>
Self-assessment:	<b>Good</b>
Findings and supporting evidence:	<p>F&amp;ST has systems focused on meeting multiple regulatory requirements. It trains people in work to meet health and safety regulatory requirements. There is a range of evidence showing effective management and that F&amp;ST:</p> <ul style="list-style-type: none"> <li>• has delivered its NZQA-approved training scheme<sup>10</sup> as approved within the last 12 months</li> <li>• engages trainers with the appropriate experience and required unit standards and/or qualifications</li> <li>• undertakes sound internal moderation practice, mostly validated by external moderation results</li> <li>• showed evidence of training being reviewed to ensure it maintains currency and meets important needs</li> <li>• is implementing a quality management system, which it periodically reviews and updates.</li> </ul> <p>There are, however, some gaps:</p> <ul style="list-style-type: none"> <li>• A new governing member had not completed a required statutory declaration.</li> <li>• Nearly 10 per cent of the unit standard results in 2022 had not been reported to NZQA within 90 days as required by <i>Rule 13.1(b) in Part 2 of the Consent to Assess against Standards on the Directory of Assessment Standards Rules 2022 (CAAS Rules)</i>.</li> <li>• F&amp;ST had not completed memoranda of understanding with clients where training takes place on their worksite as required in the <i>Consent and Moderation Requirements 039 for Community and Workplace Fire and Emergency Management, Fire and Rescue Services and Specialist Rescue</i>.<sup>11</sup></li> </ul>

<sup>10</sup> This training scheme is now considered an approved micro-credential.

<sup>11</sup> FST has mitigated this gap as trainers are inducted each time into these worksites. Trainers assess these worksites as safe for training purposes.

	<ul style="list-style-type: none"> <li>The procedures for responding to any trainees who identify with a disability are not clearly formalised.<sup>12</sup></li> </ul> <p>The impact of these gaps on trainees and clients is minimal.</p>
Conclusion:	F&ST is effectively managing most of its key compliance responsibilities. The impact of the gaps on trainees and clients is minimal.

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<sup>12</sup> Business clients typically refer workers for short-duration training and do not identify disability.

# Focus areas

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

## 2.1 Working at Heights training

Performance:	<b>Excellent</b>
Self-assessment:	<b>Good</b>
Findings and supporting evidence:	Working at Heights training meets the important needs of clients and trainees well. Trainers have industry experience, the credentials, training and people skills, and professional values required to deliver effective training. The trainers use industry-level equipment either at F&ST's purpose-built facilities or the client's worksite. The self-assessment procedures are mostly highly effective. However (as noted in 1.1), a recent external pre-moderation report required some assessment procedures to be further clarified.
Conclusion:	Working at Heights training meets the important needs of clients and trainees well. The self-assessment procedures are mostly highly effective.

## 2.2 Chemical handling and hazardous substances training

Performance:	<b>Excellent</b>
Self-assessment:	<b>Excellent</b>

# 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 Fire and Safety Training Limited:

- Clarify the criteria for selecting units for the F&ST annual internal moderation plan so that it is consistent with *Consent and Moderation Requirements 039 for Community and Workplace Fire and Emergency Management, Fire and Rescue Services and Specialist Rescue*.
- Clarify the quality management system's procedures for assessors who provide:
  - oral guidance to trainees being assessed, who may not initially meet the performance criteria
  - written feedback to trainees.
- Formalise quality assurance procedures for trainees who identify as having a disability.<sup>13</sup>

# 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.*

NZQA requires Fire and Safety Training Limited to:

- Amend its quality assurance procedures to report all NZQA unit standard results within 90 days of the assessment date. This requirement relates to *Rule 13.1(b) in Part 2 of the CAAS Rules*.
- Ensure there is a completed memorandum of understanding with clients where F&ST training takes place at the client's worksite, as required in the *Consent and Moderation Requirements 039*.

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<sup>13</sup> Please note the following NZQA guidance: [eQuate September 2022](#).

# Appendix 1

**Table 1. Trainee numbers and unit standard pass rates (percentage) 2019-22<sup>14</sup>**

Year	Total trainees	Overall unit standard pass rate	Working at Heights 1-day trainees	Unit standard pass rate	Working at Heights 2-day trainees	Unit standard pass rate	Chemical course <sup>15</sup> trainees	Unit standard pass rate
2019	5321	99.30%	700	100%	238	100%	232	100%
2020	4597	97.60%	677	100%	177	100%	240	100%
2021	4912	99.20%	740	100%	253	100%	209	100%
2022	4834	99.20%	920	100%	920 <sup>16</sup>	100%	233	100%

Source: Fire and Safety Training achievement data

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<sup>14</sup> Trainees include those attending training for the first time and those attending a required refresher course.

<sup>15</sup> Chemical handling and hazardous substances training courses.

<sup>16</sup> Combined day 1 and 2 trainee numbers.

# Appendix 2

## 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 fraud<sup>17</sup>*
- *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.*

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<sup>17</sup> 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 2021, 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 including ITOs but excluding universities, and*
- maintaining training scheme approval for all TEOs other than universities.*

*The requirements for participation and cooperation are set through the Programme Approval and Accreditation Rules 2021, the Consent to Assess Against Standards Rules 2021 and the Training Scheme Rules 2021 respectively.*

*In addition, the Private Training Establishment Registration Rules 2021 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, training schemes 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 2021. 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)). 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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