

Report of External Evaluation and Review

Skills Active Aotearoa

Confident in ITO performance

Confident in capability in self-assessment

Date of report: 31 January 2014

Contents

Purpose of this Report.....	3
Introduction	3
1. ITO in context.....	3
2. Scope of external evaluation and review	4
3. Conduct of external evaluation and review.....	4
Summary of Results	6
Findings	9
Recommendations	17
Appendix	18

MoE Number: 8129
NZQA Reference: C11553
Date of EER visit: 18, 19 and 20 June 2013

Purpose of this Report

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

Introduction

1. ITO in context

Name of ITO:	Skills Active Aotearoa
Gazette recognition date:	TEC recognition for five years 2009-2014
Gazette coverage:	'To set standards at Levels 1 to 8 on the National Qualifications Framework for the sports, fitness and recreation industry including the planning, management, promotion and delivery of sport, fitness, community recreation, outdoor recreation, diving (excluding aquaculture) and snowsport industries.'
Number of qualifications registered on NZQF:	39
Number of standards registered on NZQF:	330
Number of trainees:	2,500-3,500 trainees per annum (1,475 standard training measures (STMs)) of whom approximately 16 per cent are Māori and 5 per cent Pasifika
Number of staff:	36 full-time equivalents and two part-time
Number of registered workplace assessors:	450 active workplace assessors based in workplaces
Distinctive characteristics:	Skills Active Aotearoa operates within sectors characterised by a range of workplace arrangements including full-time, part-time, volunteer and seasonal workforces. Industries within community recreation, sport and fitness are characterised by low pay rates, high staff turnover and a demographic that is younger

than the New Zealand average.

Recent significant changes: N/A

Previous quality assurance history: Skills Active Aotearoa was previously quality assured by NZQA in 2009. Findings in relation to assessment and moderation at the time have subsequently been addressed

2. Scope of external evaluation and review

This evaluation included three focus areas:

- Aquatics
- Fitness
- Customised Workplace Programmes (including snowsport).

Aquatics and Fitness were included as focus areas because they involve the two largest groups of industry trainees. Customised Workplace Programmes was included because in the last three years Skills Active Aotearoa has been moving to this model of training to better meet employers' training needs. Snowsport was included within this focus area because most snowsport industry training is arranged through customised workplace programmes.

Other industry sectors such as outdoors recreation and diving were not included because industry training numbers are relatively low in these areas.

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 document Policy and Guidelines for the Conduct of External Evaluation and Review available at: <http://www.nzqa.govt.nz/for-providers/keydocs/index.html>) (refer to ITO supplement). 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.

A team of three evaluators and an observer spent three days at Skills Active Aotearoa's head office in Wellington.

The evaluation team interviewed members of the board of directors, the management team, learning support and development advisors, qualification and resource development staff and support staff. Regional staff members were interviewed via video-conference.

A range of stakeholders was contacted during and after the site visits for their input into this evaluation. These stakeholders included: workplace assessors, employers, senior assessor mentors, trainees, shareholding organisations and industry peak bodies. Input into this evaluation also included the content of interviews with representatives from the Tertiary Education Commission (TEC), and with NZQA's Tertiary Assessment and Moderation and Service Delivery teams for comment on Skills Active Aotearoa's capability in developing unit standards and qualifications for registration on the New Zealand Qualifications Framework.

Summary of Results

Statement of confidence on ITO performance

NZQA is **Confident** in the performance of **Skills Active Aotearoa**.

The Skills Active Aotearoa board, chief executive, senior management team and field and support staff demonstrated a strong and coherent understanding of the organisation's goals, objectives, policies and procedures. The organisation has made a dramatic turnaround in the last few years, from a low-performing industry training organisation to one with a strong sense of community, open communication and clearly documented flow of information resulting in ongoing improvements. Skills Active Aotearoa has a strong focus on biculturalism, with a 50 per cent shareholding by Māori organisations and a strategy for lifting Māori trainee achievement. There have been improvements to Māori trainee achievement in 2012 with their credit achievement rate now 12 per cent above that of 'all trainees', and their programme achievement rate now 5 per cent above that of 'all trainees'.

Skills Active Aotearoa has been working closely with key organisations across its industry sectors to develop customised workplace programmes designed to specifically match the skills and competencies, as well as incorporating the culture and specific training requirements, of each organisation. This initiative now accounts for approximately 50 per cent of all trainees signed into industry training agreements, and Skills Active Aotearoa considers it to be one of the main drivers in lifting educational achievement over the period 2009 to 2012. Evidence presented at this evaluation – both through the organisation's self-assessment and comments that the evaluation team received from stakeholders – supports this.

The organisation has clearly planned, structured and documented processes for the design and moderation of assessment material and assessors' decisions. This process is robust and confirms the validity of assessment results.

Skills Active Aotearoa has lifted the educational performance of its trainees each year for the past four years, in relation to credit completions and programme completions. The majority of trainees are signed into full national qualifications and are currently completing these at below the sector median. However, this has been trending up at a steady rate over the past few years. A significant number of organisations require smaller, discrete bundles of learning, such as for the pool lifesaving certificate and, in the main, these trainees are completing at or close to 100 per cent. These short training packages are outside of the educational performance statistics published by the TEC because they are self-funded by the organisations or individuals concerned. However, this training contributes significantly to meeting industry training needs and specifically meets a mandatory requirement for PoolSafe-accredited organisations to have the minimum numbers of trained pool lifeguards available.

The TEC published achievement data for Skills Active Aotearoa in 2011 and 2012 is below the sector medians for credit achievement and programme achievement by 10 per cent and 12 per cent. (The 2011 and 2012 sector medians for credit achievement were 62 and 66 per cent, and programme completions 52 and 69 per cent respectively). While Skills Active Aotearoa lifted trainee achievement again in 2012, the ITO sector overall lifted at a higher rate for credit and programme completions, by 4 per cent and 17 per cent respectively. However, achievement rates for limited credit programmes not funded through the TEC are close to 100 per cent. The success of these limited credit programmes significantly lifts Skills Active Aotearoa's overall educational success, and indicates an appropriate response to arranging training for those sectors involved. This represents strong trainee achievement, as well as closely matching industry-specific training needs.

The organisation is providing clear, strong, consistent facilitation and leadership in the current Targeted Review of Qualifications process, reviewing and rationalising qualifications across its gazetted industry sectors. Beyond this specific project, Skills Active Aotearoa is providing in-depth sector leadership across a number of fronts. Research to define and quantify the current workforce situation in the recreation sector was commissioned by Sport NZ, Skills Active Aotearoa and the New Zealand Recreation Association through BERL (Business and Economic Research Ltd), with the report being published in June 2012 (*Skills Active Aotearoa Sector Strategic Training Plan 2012-2015*). This publication provides detailed information and analysis for current and future workforce and training planning, and illustrates Skills Active Aotearoa's commitment to and performance in sector leadership.

Skills Active Aotearoa is developing innovative web-based platforms such as ActiveCV and the New Zealand Register for Recreational Professionals. These online platforms have significant potential for adding value and professionalism to the fitness and recreation industries, by providing access to organisations and the public to confirm or validate the professional status of individuals such as fitness instructors or raft guides.

Skills Active Aotearoa is building its performance across the three statutory functions, and has significantly lifted its capability in self-assessment. This has provided the EER team with sufficient assurance that Skills Active Aotearoa is capable of further lifting its performance.

Statement of confidence on capability in self-assessment

NZQA is **Confident** in the capability in self-assessment of **Skills Active Aotearoa**.

Skills Active Aotearoa has well-planned and consistent processes to identify trainee and industry sector needs, to develop appropriate responses to address these needs and to monitor trainee achievements, and is using this information to bring about meaningful improvements across the organisation.

The organisation has recently developed a bespoke trainee management system, Kairangi, providing all staff as well as board members with real-time access to organisational performance data. There is clear evidence that Kairangi is being used as a key tool for organisational-level self-assessment, contributing to regular staff discussions and analysis of organisational performance. Skills Active Aotearoa has developed a reflective culture through to board level, with all staff involved in the free flow of information, with resulting improvements being clearly monitored and documented. Improvements were noted across the organisation, for example in resource material, moderation practice, feedback from workplace assessors and industry and, as noted above, the development of a website for the New Zealand Register for Recreational Professionals.

Skills Active Aotearoa management is actively involved in a wide range of peak bodies across its gazetted industry sectors, for example the Mountain Safety Council New Zealand, Sport NZ, Fitness New Zealand, New Zealand Secondary School Sports Council and many others. There is a strong combination of staff informal networks as well as formal connection with these bodies, such as via memberships and formal surveys, resulting in Skills Active Aotearoa developing a strong understanding of its industry sectors and being held in high regard by the peak bodies. This was confirmed at this evaluation through interviews, documentation and comments by external stakeholders.

At the time of the site visit, there was evidence that organisational self-assessment was resulting in improvements to processes and outcomes across the three statutory functions. Following the evaluation site visit, Skills Active Aotearoa submitted further information showing improved use of Kairangi in its self-assessment processes, improving capability for reviewing and analysing organisational performance across all Skills Active Aotearoa's functions. However, it is too early to determine the effectiveness of the recent analysis and how it will result in improving outcomes, particularly trainee achievement.

Findings¹

1.1 How well does the ITO understand and meet the needs of industry, trainees and government?

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**.

Skills Active Aotearoa has in the past three years significantly lifted its performance in relation to engaging with peak industry bodies such as Swimming NZ, New Zealand Outdoor Instructors Association, Water Safety NZ and many others, gaining their respect and input towards developing responses to address areas of skills shortage and designing specific training solutions to match organisations' needs, such as the customised training programmes developed for the snowsport industry.

Skills Active Aotearoa has also commissioned research through BERL to determine the various sectors' labour market and skill needs, resulting in a three-year workforce development plan for 2012-2015. Skills Active Aotearoa also works with a number of project advisory groups, for example in the aquatics and fitness sectors, to determine skill needs, in some instances recognising the need for short bundles of training such as PoolSafe (incorporating the Pool Lifeguard Practising Certificate), a mandatory minimum requirement for Swimming NZ-accredited pool operators. These short programmes are funded by individuals or organisations in recognition that they fall outside of the TEC-funded standard training measures for industry training organisations.

The organisation is providing effective leadership in the current Targeted Review of Qualifications process, leading and facilitating the workgroups reviewing qualifications in the sport, fitness and recreation sectors.

The organisation is in the process of completing the development of two websites, the New Zealand Register of Recreational Professionals and ActiveCV, which are likely to add significant value to recreational professionals, related organisations and the wider public. The websites will provide a broad scope of information, not only a register of recreational professionals but also specific training and qualifications independently verified by industry peak bodies.

Skills Active Aotearoa has approximately 50 per cent of its industry trainees involved in customised workplace programmes. This has been an ongoing project to develop training materials and support specifically targeted to organisations' skill and training needs, and adapted to match their culture, including incorporating company logos. This is proving to be a highly effective strategy, in both

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

understanding and meeting industry training needs, and is also regarded as contributing to lifting trainee achievement rates significantly.

The organisation has a strong bicultural kaupapa (philosophy) and a Māori strategic plan, while there is evidence of Māori trainee needs being met as reflected in credit and programme achievement rates lifting between 2010 and 2011 (see section 1.3 below).

The organisational self-assessment in this area is strong and includes a wide range of strategies and processes. Skills Active Aotearoa has commissioned a sector strategic training plan in conjunction with Sport NZ, which identifies current and future skill and training needs. Trainee and stakeholder surveys are regularly conducted, resulting in high satisfaction rates. Skills Active Aotearoa's membership of peak bodies and its interactions with these are strong on both the formal and informal networking levels.

1.2 What is the value of the outcomes for employers and their trainees?

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**.

Organisations and trainees are gaining great value from engaging in training with Skills Active Aotearoa. In particular, the customised workplace programmes have contributed significantly to employee engagement in training, increased industry trainee achievement rates and improved staff retention in at least one participating organisation. Retention lifted from 25 per cent to 68 per cent, and this was attributed by the organisation to the customised training programme.

Skills Active Aotearoa staff also hear a number of anecdotes where trainees have made significant career progressions following completion of industry training, such as moving from a lifeguard role to being appointed recreation centre manager. These anecdotes are confirmed but not yet fully documented for future reflection and self-assessment.

Organisation and trainee surveys indicate a high level of satisfaction with the value gained through training. For example, 90 per cent of organisations recommend Skills Active Aotearoa, and trainees note the value of transferable skills such as gaining confidence and recognition for their skills. Another example is training in conflict resolution leading to employment with the New Zealand Police or the New Zealand Fire Service.

The fitness industry peak body Fitness NZ has a current focus on raising professionalism within its industry, and Skills Active Aotearoa's newly developed website for the New Zealand Register for Recreational Professionals is providing a vehicle for Fitness NZ's drive for promoting national qualifications as the minimum requirement for registration.

Skills Active Aotearoa has strong connections with peak bodies and organisations across its gazetted industry sectors. This formal and informal engagement, combined with the reporting functionality and data reviewed through Kairangi, is providing the organisation with robust self-assessment.

1.3 How well do trainees 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 **Good**.

Overall trainee achievement rates are strong, with continuous year-on-year improvements in the past four years, and credit and qualification achievement rates lifting from 36 per cent and 12 per cent in 2009, to 55 per cent and 44 per cent respectively in 2011. The TEC published achievement data for 2011 and 2012 is below the sector median for credit achievement and programme achievement by 10 per cent and 12 per cent. While Skills Active Aotearoa has lifted trainee achievement again in 2012, the ITO sector performance overall has lifted at a higher rate for credit and programme achievement by 4 per cent and 17 per cent respectively. However, achievement rates for limited credit programmes not funded through the TEC are close to 100 per cent, in effect significantly lifting the overall trainee achievement rate.

Māori achievement figures from 2010 to 2011 show an increase in credit completions, from 29 per cent to 46 per cent, and programme completions lifting from 4 per cent to 30 per cent. While these figures are below overall trainee achievements, the organisation has developed a strategy to address this issue. This strategy is effective, as reflected in improvements to Māori trainee achievement in 2012. The credit achievement rate is now 12 per cent above that of 'all trainees', and their programme achievement rate is now 5 per cent above that of 'all trainees'. These are significant improvements for Māori trainees over the past three years.

As noted above, some industry sectors value short training interventions. An example of this is where PoolSafe-accredited pool operators are required to have a minimum number of lifeguards trained to a minimum standard (Pool Lifeguard Practising Certificate). These short training interventions are commonly resulting in 100 per cent achievement rates, partly due to the mandatory nature of this training.

The organisation's assessment and moderation practices are well planned and implemented, and findings are shared effectively across staff and workplace assessors, resulting in ongoing improvements to assessment material and workplace assessor practices. This was well documented and reflected in evaluators' interviews with workplace assessors. The effectiveness of the moderation is providing confirmation of the validity of the achievement rates.

While the organisation has a structured and planned approach to reviewing trainee achievement, at the time of the site visit the functionality of Kairangi and staff skills

in extracting and analysing reports was still developing. However, the organisation has submitted further self-assessment analysis from Kairangi, indicating that the organisation's capability in analysing data from Kairangi has now significantly improved. However, it is too early to determine the effectiveness of the recent analysis and how it will result in improved outcomes, particularly trainee achievement.

1.4 How effective is the training arranged by the ITO?

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**.

Skills Active Aotearoa primarily arranges training in the workplace, although some specific higher-level training such as first line management is delivered via short courses delivered by contractors. The effectiveness of this training was not reviewed at this evaluation.

Programme completion rates indicate that the on-job training arranged through Skills Active Aotearoa is highly effective. As noted in section 1.3 above, course and qualification completion rates have improved year on year for the previous four years, indicating significant ongoing improvement. Trainee and workplace surveys show a high level of satisfaction with the learning material supplied and the support provided from Skills Active Aotearoa learning support advisors, and trainees value the qualifications, 'benefiting them in carrying out their jobs and [improving their] future prospects'.

Workplace assessors, primarily employees within the workplace, are well supported through initial training in competency-based assessment and ongoing training and mentoring through annual forums and by senior assessor mentors, who provide guidance and oversight to the workplace assessors. This ensures that workplace assessors are appropriately prepared for their role to support training and assessment in the workplace and are supported to stay up to date with changes to unit standards, and in training and assessment good practice.

Skills Active Aotearoa benchmarks training delivered in the workplace against non-New Zealand Qualifications Framework standards, using a gap analysis, in ensuring that the national certificates that trainees complete match sector minimum standards, for example the minimum requirements for fitness instructor registration.

Skills Active Aotearoa has been working closely with key organisations across its industry sectors to develop customised workplace programmes designed to specifically match required skills and competencies as well as incorporating the cultural and specific training requirements of each organisation. This type of training now accounts for approximately 50 per cent of all trainees, and has involved developing training materials and providing field support specifically targeted to individual organisations' skills and training needs, and adapted to match their culture, including incorporating company logos. This is proving to be a highly

effective strategy for understanding and meeting industry training needs, but is also credited by Skills Active Aotearoa for lifting trainee achievement rates significantly. The evaluators concur with this.

Trainees' progress is tracked and supported six-weekly, and resources are updated to maintain their currency. However, there is room for lifting the effectiveness of arranged training, specifically in relation to overall trainee achievement of full qualifications, as judged against the ITO sector medians.

1.5 What is the quality of the assessment being undertaken towards industry standards and qualifications?

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**.

Skills Active Aotearoa's registered workplace assessors have robust and reliable assessment tools and practices, through ongoing training and support for workplace assessors and internal and external moderation practices. This was well evidenced at this evaluation through interviews with workplace assessors, employers and Skills Active Aotearoa's moderation team, and through supporting documentation.

The organisation has over the last few years improved its assessment and moderation practices. The evaluators noted evidence of significant improvements to assessment tools and practices that were previously identified by external standard-setting bodies as requiring modification or improvement. An example is improving communication and meeting practices to facilitate Skills Active Aotearoa's quality team input to new or modified assessment materials.

Skills Active Aotearoa has responsibility for the national external moderation of assessment tools and the decisions of 350 secondary schools and 150 private training establishments with consent to assess in this industry sector. The planning and implementation of national external moderation is of sufficient detail, and includes a focus on high-use, high-risk unit standards and new providers. Skills Active Aotearoa develops assessment tools and assessor guidelines for use by schools and private training establishments that support and promote good practice. These materials are regularly reviewed and updated following moderation and feedback, ensuring they stay up to date and fit for purpose. Where schools or providers develop their own assessment materials, these are moderated before use by Skills Active Aotearoa, ensuring they are also fit for purpose.

Internal moderation of registered workplace assessors' decisions and assessment materials and resources is comprehensively planned and conducted, providing confidence in the validity and reliability of trainee achievement rates. The findings from internal moderation are shared via a newsletter with all workplace assessors and senior assessor mentors. These findings are discussed at annual forums and

are valued by workplace assessors as contributing to consistency across all of the ITO's industry sectors. Assessment and internal moderation are well documented and reflected in the evaluators' interviews with workplace assessors.

The organisation has a strong culture of reflection in assessment and moderation, and consistent processes to review the effectiveness of the assessments carried out by its registered workplace assessors.

1.6 How well does the ITO's governance and management support the ITO to meet its statutory functions?

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**.

Skills Active Aotearoa is a charitable company with a board of directors and a shareholding comprising 50 per cent held by key organisations from the sport, fitness and recreation sectors, and the remaining 50 per cent held by Māori organisations or entities representative of those sectors. Member organisations are active and effective contributors to the ITO, which is ensuring that matters affecting the respective industry sectors are heard and acted on.

Board members are elected on governance skills, providing for sound governance and strategic leadership. The board is supported by the chief executive, the workforce development team (field staff), the learning solutions team (resource development and quality assurance management functions), the business support team (administration, human resources), and the Kaihautū (manager cultural development). The ITO underwent a restructure in 2011, and the resulting organisation has been effectively lifting the organisation's performance, as already noted.

Skills Active Aotearoa's board of directors and management team provide strong oversight and support for the ITO to meet its statutory functions. This was evidenced at this evaluation through a number of areas where the organisation has shown significant growth and quality improvements in the previous three to four years. Examples are the improvements to trainee programme and qualification completion rates through on-job training, the reviewed and updated learning and assessment resources that support this improved achievement, well-developed assessment and moderation processes ensuring validity of assessment, industry cash contributions and the number and range of research papers commissioned by Skills Active Aotearoa in conjunction with other industry peak bodies, providing sector leadership. These papers include *A Strategy for Māori Success*, *Skills Active Aotearoa Sector Strategic Training Plan 2012 to 2015* mentioned earlier, and two reports prepared by BERL (Business and Economic Research Ltd): a Situation Analysis and the Sport and Recreation Workforce Report.

The *Skills Active Aotearoa Sector Strategic Training Plan 2012 to 2015* identifies current and future training needs of the ITO's multiple industry sectors (community

recreation, outdoor recreation, snowsport, dive, fitness, sport, and entertainment venues), and identifies action plans for development across these areas. This is a key strategic document and provides a clear focus for the ITO.

Skills Active Aotearoa has a clear purpose and direction and set of values under which it operates. The evaluators noted a strong coherence across all personnel, including the board and management, in their understanding of and support for the organisation's stated purpose, direction and values. This was seen as a significant contributor to the improvements the organisation has made in recent years.

The organisation is providing leadership and active facilitation of the current Targeted Review of Qualifications process, and has gained the support of sector groups, employers and providers across its industry sectors.

Two innovative projects led by Skills Active Aotearoa stand out as having significant potential to promote and lift professionalism: the New Zealand Register of Recreational Professionals and ActiveCV websites. As noted, these projects have gained industry support and provide information for interested organisations and the public to assess the background training, experience and registration status of recreational professionals, as well as a platform for recreational professionals to develop their curriculum vitae in a live internet environment and to have the details externally validated.

The organisation's state-of-the-art trainee management system, Kairangi, provides a 'Cloud-based' internet access for all staff via any internet-capable device. As can reasonably be expected, there have been some implementation issues; however, staff report that these are all but resolved. The significance and benefits of this trainee management system are now being realised, for example with the board (or any other personnel) having access to up-to-date 'dashboard' reports showing a range of performance data. This is enabling the board, management and operational staff to make informed decisions on key matters, improving the ITO's ability to further lift its performance.

Skills Active Aotearoa has recently reviewed and updated its quality management system, and this was noted by staff interviewed at this evaluation as providing clear policies and procedures for carrying out their roles and tasks and contributing to their ability to meet the ITO's statutory functions.

Overall, the organisation's leadership and management are providing strong and consistent guidance, support, tools and processes which have contributed significantly to the organisation achieving significant gains in meeting its statutory responsibilities over the last three to four years.

Focus Areas

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

2.1 Focus area: Aquatics

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

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

2.2 Focus area: Fitness

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

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

2.3 Focus area: Customised Workplace Programmes (including Snowsport)

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

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

Recommendations

NZQA recommends that Skills Active Aotearoa:

- Explore the options for the highly successful short training programmes to contribute towards full national certificates
- Consider using the current anecdotal information and other data to research longer-term outcomes such as graduates' career progressions.

Appendix

Regulatory basis for external evaluation and review

In 2009 NZQA introduced the evaluative approach to quality assurance in the tertiary education sector, consisting of self-assessment and external evaluation and review. This is applied in the quality assurance of programme approvals and accreditations under sections 249 and 250 of the Education Act 1989, as well as for training schemes (section 251), consents to assess against standards (section 252) AND PTE registration under Part 18 of that Act.

The NZQA Board also published policies and guidelines for the conduct of external evaluation and review of ITOs on 27 May 2010. NZQA relies on ITOs to build the self-assessment and external evaluation and review model into their infrastructure. ITOs will be evaluated on their infrastructure and use of the model in the following ways:

- Advising Ministerial recognition of an ITO under the Industry Training Act, 1992*
- Accepting arrangements for monitoring and assessing of industry training under section 10 of the Industry Training Act 1992*
- Registering standards on the Directory of Assessment Standards*
- Awarding consents for ITOs (or their assessors) to assess against standards on the Directory of Assessment Standards under section 252 of the Education Act 1989*
- Applying programme approval criteria where ITOs are course owners.*

External evaluation and review is also used by NZQA as a monitoring and evaluation tool, with the outcomes of these processes informing Tertiary Education Commission decisions relating to re-recognition of an ITO. In addition, external evaluation and review reports are one contributing piece of information in determining future funding decisions in relation to an investment plan agreed between an ITO and the Tertiary Education Commission. The understandings and expectations for the implementation of ITO quality assurance are set out in a protocol to the Memorandum of Understanding between NZQA and the Tertiary Education Commission.

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 ITO's performance and capability in self-assessment.

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 is summarised in the publication *Policy and Guidelines for the Conduct of External Evaluation and Review*. Two other documents explain how the process is applied to ITOs: *EER Policy and Guidelines – ITO Supplement* and *Evaluation Indicators for Industry Training Organisations*. These documents are available at:*

<http://www.nzqa.govt.nz/providers-partners/registration-and-accreditation/external-evaluation-and-review/policy-and-guidelines-for-eer-ito/introduction/>

NZQA

Ph 0800 697 296

E qaadmin@nzqa.govt.nz

www.nzqa.govt.nz