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Report of External Evaluation and Review

BETAA Consultants Limited

Highly Confident in educational performance

Highly Confident in capability in self-assessment

Date of report: 4 August 2016

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Purpose of this Report

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

Introduction

1. TEO in context

Name of TEO:	BETAA Consultants Limited
Type:	Private training establishment (PTE)
First registered:	16 June 1999
Location:	Hamilton
Delivery sites:	At distribution and transmission company premises, nationwide
Courses currently delivered:	<p>BETAA has programme approval for:</p> <ul style="list-style-type: none">• Certificate in Hot Stick-Non Load Bearing & Load Bearing up to 66kV (Level 4) (66 credits)• Certificate in Glove and Barrier Live Work up to 33kV (Level 5) (60 credits)
Code of Practice signatory:	Not applicable
Number of students:	<p>Domestic: 26 in 2015 (12 Hot Stick students and 14 Glove and Barrier); Māori, six; Pasifika, two</p> <p>There are 32 students enrolled for courses in 2016.</p> <p>In addition, there are approximately 350 students on Glove and Barrier refresher courses annually.</p> <p>The organisation does not collect ethnic participation data for the half-day refresher courses, based on the short courses.</p>
Number of staff:	Two full-time equivalents
Scope of active	<ul style="list-style-type: none">• National Certificate in Electricity Supply (Line

accreditation:	<p>Mechanic Distribution Live Work Stick up to 66kV) (Level 4)</p> <ul style="list-style-type: none"> • National Certificate in Electricity Supply (Line Mechanic Distribution Live Work Glove and Barrier up to 33kV) (Level 5)
Distinctive characteristics:	<p>BETAA only delivers training for registered line mechanics who install and maintain power lines for electricity distribution and transmission companies.</p> <p>The BETAA director also provides consultancy services to the transmission and distribution sector on working with live lines, and conducts audits of transmission companies against the industry standard, New Zealand Electrical Code of Practice (NZECP) 46:2003 (the industry standard regulated by the Electrical Workers Registration Board) and client service specifications.</p>
Recent significant changes:	<p>The National Certificate in Electricity Supply (Line Mechanic Distribution Live Work) (Level 5) and the National Certificate in Electricity Supply (Line Mechanic Distribution Live Work Stick up to 66kV) (Level 4) replace the National Certificate in Electricity Supply (Line Mechanic Distribution Live Work Stick up to 66kV) with an optional strand in Glove and Barrier up to 33kV [Ref: 1580].</p> <p>The organisation has reduced the number of trainees assessed by the part-time trainer, who also works for a large distribution company.</p>
Previous quality assurance history:	<p>NZQA was Confident in both BETAA's educational performance and capability in self-assessment at the previous external evaluation and review (EER) conducted in 2012.</p> <p>In 2007, BETAA met the external moderation requirements of Connexis (the industry training organisation responsible for the development of qualifications for the electricity supply sector, and for managing training arrangements). The organisation has been exempt from Connexis's external moderation requirements as the full-time trainer and director is also a moderator for the industry training organisation (ITO).</p>

2. Scope of external evaluation and review

The EER included the following focus areas, which consist of the only programmes delivered by the organisation:

1. Governance, management and strategy

This is a mandatory focus area.

2. Certificates in Hot Stick-Non Load Bearing and Load Bearing, and Glove and Barrier

This course is for already qualified line mechanics who have been registered with the Electrical Workers Registration Board and have held a practising licence for two years or more in compliance with the NZCEP 46:2003. This course is a prerequisite to the Certificate in Glove and Barrier Live Work and consists of five unit standards.

3. Certificate in Glove and Barrier Live Work up to 33kV (Level 5) (60 credits)

This course is for already qualified line mechanics who have been registered with the Electrical Workers Registration Board and have held a practising licence for two years or more and are competent in live line hot stick work. This is required to be compliant with the NZCEP 46:2003 and consists of three unit standards.

The organisation also delivers half-day Glove and Barrier refresher courses for line mechanics to retain annual registration with the Electrical Workers Licensing Group. This also applies to transmission live workers engaged in hot stick and barehand.

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 EER visit was conducted by a team of two evaluators over one and a half days at the provider's head office in Hamilton. The EER team spoke with the directors, of whom one is the full-time trainer. The team also interviewed the other part-time trainer, as well as distribution and transmission managers and former students.

A range of documentation was reviewed to support evaluative conversations, including annual general meeting minutes, student course feedback, trainer course reports, students' assessments, feedback to employers, as well as programme materials and review schedules.

Summary of Results

Statements of confidence on educational performance and the capability in self-assessment

NZQA is **Highly Confident** in the educational performance and **Highly Confident** in the capability in self-assessment of **BETAA Consultants Limited**.

The reasons for these judgements include the following:

- BETAA has had a high rate of completions each year since the last EER. This is due to the alignment of training to work activities, up-to-date resources, trainer knowledge and skills, and the selection of appropriate course participants by employers.
- The training is highly valued by the sector, which consists of electricity distribution and transmission companies throughout New Zealand. BETAA provides training for the majority of line mechanics nationally as well as auditing of company compliance with the NZECP 46. The trainer is highly regarded for his knowledge of the sector and understanding of NZECP 46 requirements, and his advice is sought after to inform the sector of best practices.
- The training is well structured, with up-to-date training and assessment materials aligned to the unit standard requirements and the NZECP 46 which is used to provide guidance for working on live lines. Training activities are well planned, appropriate and enhance the learning.
- The organisation has highly effective, comprehensive systems for monitoring the quality of its training and identifying any improvements using course satisfaction and student outcomes and employer feedback following each course. BETAA conducts ongoing monitoring to ensure that courses are relevant and up to date using course evaluations, employer meetings and the directors' consultation work applying the industry standards. The organisation also has suitable systems for identifying refresher training needs, notifying employers of when their employees are due for refresher training, and ensuring reporting to employers is timely and students' records of achievement are current.
- Knowledge of current practices is maintained with the director's involvement in industry advisory committees, ITO moderation, industry working groups, membership of the Australian Energy Networks Association, auditing, and in house staff development to maintain safe working practices.

Overall, the organisation has effective management of the courses and resources to ensure it continues to provide valued training for the electricity distribution and transmission sector.

Findings¹

1.1 How well do learners achieve?

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

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

BETAA's records over a number of years show that all students achieve the required unit standards for the programme they enrol in. There is a 100 per cent success rate which is due to students having the relevant knowledge and skills – to be eligible to enrol in the course they must have been working as a line mechanic for two years minimum as well as be registered with the Electrical Workers Registration Board. Māori and Pasifika students make up approximately one-third of the student population, reflecting the high number of Māori and Pasifika employed in the sector.

The trainer ensures that everyone has an opportunity to successfully complete by providing them with work-relevant scenarios and up-to-date learning resources. The small class sizes also contribute to higher outcomes. A key indicator that students are gaining the required skills and knowledge is company reporting on notifiable events.² There have been zero fatalities of students trained by BETAA in the 20 years it has been operating. Additional confirmation that students are applying the skills learned in the workplace is from the trainers' observations while undertaking audits of the sector to check compliance against NZECP 46:2003.

The organisation monitors student numbers annually and has identified a steady number of enrolments over the past few years. BETAA has a suitable database system to extract relevant reports to monitor outcomes and responds appropriately to any identified training needs of students, which contributes to the 100 per cent completion rate.

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

² A notifiable event is a death, notifiable illness or injury, or notifiable incident occurring as a result of work (source: <http://www.business.govt.nz/worksafe/notifications-forms/notifiableevents>).

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**.

Distribution and transmission companies nationally, who are the key stakeholders, value BETAA's training because it provides them with the confirmation required to issue employee competency certificates to meet NZECP 46 requirements. The training also meets distribution and transmission company needs for staff trained in the right skills and health and safety knowledge to carry out work on live lines safely and competently. The lack of notifiable events reporting confirms that the training is meeting the need for safety in the workplace.

The trainer/director is well known and often sought for advice on the interpretation of the NZECP 46 in practice both in New Zealand and overseas. The trainer/director researches the latest techniques and tools and disseminates the information while auditing companies against NZECP 46 requirements and through his representation on various boards and associations in New Zealand and Australia. This is contributing the knowledge required to ensure that New Zealand line mechanics are armed with the most up-to-date practices and knowledge. Feedback from employers commented that BETAA trains their staff to work safely in teams, with up-to-date knowledge of the NZECP 46, and is highly regarded as a trainer and knowledge holder throughout the sector.

All line mechanics must attend annual Glove and Barrier refresher courses as required by the NZECP 46 to work on live conductors in New Zealand. BETAA's database enables them to send out email reminders to companies six to seven weeks in advance to help them maintain their compliance requirements. BETAA provides training for 80 per cent of the sector, with most courses being refreshers for returning clients, while the remainder of the training is for new clients and students. Feedback from clients is sought after each training event, and reported on an as needs basis. Feedback from employers spoken to by the EER team showed that the training is highly valued. The trainer also has opportunities to revisit client organisations as an auditor and can confirm through the audit process that the training is translated into practice.

Overall value is provided by the transferring of knowledge and skills from the highly regarded trainer who has extensive knowledge of not only this specific area but across the transmission and distribution sector. The trainer also has a high level of understanding of the industry requirements for well-trained line mechanic workers to maintain a high-level standard of practice in the industry.

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**.

The training content is aligned with NZECP requirements and includes references to the latest industry techniques and tools researched by the trainer. The training activities are tailored to suit each client's needs according to work schedules and the equipment the company operates. This meets the needs of students to have specific training in the skills and knowledge required to perform their role to industry standards.

The full course, including unit standard assessment towards the two certificates, takes 35 days, which is the standard amount of training required to cover the NZECP. This is delivered in five or ten-day blocks to cover the learning hours, which is combined with the practical experience students bring to the training. BETAA contacts clients prior to each training event to schedule the training activities with planned work. Where some companies choose not to use the live network, a 'dummy' line will be used as a training exercise. This still involves live lines. Refresher training consists of half-day theory followed by an audit of crew practices against NZECP requirements.

The trainer updates training and assessment materials to reflect the latest unit standard versions. The students receive a workbook which is regularly updated to include the latest research, tool manufacturer instructions, as well as training scenarios based on current incident reports to make it relevant. Feedback on the materials is collected from the students and the part-time trainer and changes made as appropriate. Changes are tracked on a schedule recording the date and who made the changes, and the materials reference versions to ensure they are up to date.

Having the director involved in consultancy work with audits and helping companies develop their live line manuals to meet NZECP requirements, as well as participation on industry committees, enables BETAA to have a comprehensive awareness of training needs and what its programmes should cover. This focus meets the needs of the sector for competent workers to meet registration and competency requirements.

1.4 How effective is the teaching?

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

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

The teaching is effective in helping students gain the relevant skills and theory knowledge to carry out live line work. The evidence supporting this is the successful outcomes and positive feedback from students and clients.

The effectiveness of teaching is attributed to the small classes, with successful screening by employers to ensure participants meet the prerequisites and are suitable for the training, as well as the trainers' knowledge of the industry.

Student feedback rates highly the trainers' ability to relate the information to them in a way that makes sense. This is important because workers need to have an excellent working knowledge of the NZECP 46 and be able to apply it in various situations within their role as line mechanics. Further evidence of teaching effectiveness is the number of electricity supply companies that use BETAA for training and advice, as well as the zero incidents reported for past BETAA students.

One full-time trainer (the director) carries out the majority of training. The part-time trainer is training mostly for his own company, but is also increasing training activities in other companies, as his experience in training develops. Consistency is managed by the trainers' ongoing contact, in-house reports and peer observations. The lesson plans are guided by the unit standard content, and the full-time trainer reviews all assessments to check that they meet the standard.

After each course, the trainers complete a report with comments on the students, pass rates and any changes required to the training materials. The changes are recorded on a schedule to track versions.

The NZECP 46 requires employers to only use recognised trainers. Both BETAA trainers are recognised by the ITO, Connexis, as workplace assessors and comply with the registered assessor requirements for registration and moderation. The fulltime trainer maintains his professional development through involvement on various industry committees, the Australian Energy Networks Association, audit work, as well as conducting his own research and presenting at relevant conferences. The trainer is also a moderator for Connexis.

Monitoring of teaching is well organised through trainer meetings and an annual review of students' evaluations of trainers at the annual general meeting. This demonstrates that the organisation has good systems for ensuring continuing good outcomes using effective teaching practices.

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 **Excellent**.

BETAA has effective administration processes that help to provide timely, relevant information to the clients and their employees prior to the course. Clients receive information about the course by email and this is forwarded to the students, which helps them prepare. The course information includes a daily lesson plan, the personal protection equipment required, and work equipment to be made available. In addition to the course workbook, BETAA provides students with a copy of the NZECP 46 and a manual of industry tools and their specifications.

BETAA only enrolls people who have been referred to the training by their employer. BETAA has noticed that the improved screening process – implemented by companies to ensure only those that are suitable for the training are enrolling – is contributing to the high outcomes. Screening includes checking that registration requirements have been met and personality testing to ensure students have the right attitude to work on live lines and are motivated for learning.

Students complete a PTE enrolment form, which is used for reporting outcomes at the end of the course. Credits are reported soon after the end of the course and a certificate is sent to the students and the employer containing comments on the student, pass rates for the theory and the practical along with an overall pass mark and a list of the unit standards achieved. The feedback collated at the end of the course and from clients interviewed by the EER team shows that BETAA provides excellent administrative support and the students were highly satisfied with the support on courses, such as one-to-one assistance and opportunities for practice.

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**.

The organisation is owned and operated by the two directors, one of whom is the full-time trainer and an auditor for the sector. The strength of the organisation is the ability to plan ahead to deliver timely, relevant training, including the ability to regularly update materials with new tools and techniques to meet registration requirements. Administration processes support the training with a database that enables the PTE to alert clients when training is due as well as to monitor client engagement and student success. Interviewed employers commented on the efficiency of the BETAA administration processes.

BETAA uses annual review processes for reviewing student numbers, student satisfaction and whether it is meeting the needs of the sector. The review is based

on feedback collected from major clients as well as the student database reports. BETAA also has a sound succession plan in place, which is still in the early stages but demonstrates the level of planning and monitoring the organisation conducts and their care in maintaining industry standards.

BETAA is known for its solution-driven training and consultancy work throughout the sector. BETAA has maintained long-standing relationships with the majority of employers in the sector through its audit and consultancy services and uses these connections to monitor the standard of work nationally. For example, one of the largest power companies views BETAA as a valued partner and is involved in one of its quality assurance committees. In addition, the director is called on for his knowledge and expertise by the sector, including government agencies. At present, the director is working with Connexis to develop a recognition of current competency pathway for line mechanics returning from overseas, and with Grid Skills (the training arm of Transpower transmission company) to enable its line mechanics to transfer from the older level 4 electricity supply qualification to the current one. The director is also on the Ministry of Business, Innovation and Employment's (MBIE) Electrical Engineers Association's national committee for live work to align the policy and practices of the sector. BETAA is also a MBIE approved competence programme provider.

Overall, BETAA is a reflective, organised PTE providing a comprehensive service to the sector to ensure safe practices with live line work. The organisation's key indicators are sufficient to monitor its goals but have not been reviewed recently to ensure they are still relevant and comprehensive for a continuous solid performance in the future.

The director is New Zealand's only approved live line trainer in all disciplines for distribution and transmission - Hot Stick, Glove and Barrier, and Barehand.

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: Certificate courses – Hot Stick -Non-Load Bearing and Load Bearing, and Glove and Barrier

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

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

Recommendations

NZQA recommends that BETAA Consultants Ltd:

- Review key performance indicators more frequently to ensure they are relevant and appropriate for measuring overall success.
- Report completion of certificates to Connexis to award students with a national certificate.
- Formalise post-course employer feedback gathered by the trainers.

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).

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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