

Report of External Evaluation and Review

W.A. Consulting Training Limited
trading as W.A Consulting Training
Limited

Not Yet Confident in educational performance

Not Yet Confident in capability in self-assessment

Date of report: 4 December 2015

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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:	W.A. Consulting Training Limited
Type:	Private training establishment (PTE)
First registered:	23 August 1999
Location:	54 Wylie Street, Rotorua
Delivery sites:	Delivery at temporary sites in Rotorua, Napier, Palmerston North, Wellington, Blenheim and Nelson
Courses currently delivered:	<p>Four courses of one day's duration:</p> <ul style="list-style-type: none">• Licence Controller Qualification course offering two level 4 NZQA unit standards 16705 and 4646.• Three Food Safety training courses offering two level 2 unit standards 20666 and 167, and a level 3 unit standard 168.
Code of Practice signatory:	No
Number of students:	<p>696 students in 2014:</p> <ul style="list-style-type: none">• 642 enrolled on the Licence Controller Qualification course• 54 on the Food Safety courses.
Number of staff:	Two full-time equivalents
Scope of active accreditation:	The PTE has consent to assess unit standards in the following domains: Compliance and Regulatory Control, Food Safety, Hospitality - Specific Skills,

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and Writing

For details see:

<http://www.nzqa.govt.nz/providers/nqf-accreditations.do?providerId=827297001>

Distinctive characteristics:	<p>W.A. Consulting is owned by its sole director who delivers both of the training courses. The director also provides consultancy services to businesses involved in liquor licensing and food safety. Individuals wanting to work as managers in the hospitality industry are required to have achieved specific unit standards: knowledge of the Sale of Supply of Liquor Act 2012 (NZQA unit standard 4646) and the host responsibilities in a licensed premises (unit standard 16705). The liquor licensing trainees need these two unit standards to obtain a manager's certificate awarded by the District Licensing Committee which is part of the local council. The three Food Safety courses offer different NZQA unit standards 167, 20666 and 168 which cover how to practise safe food handling in a food business. Employers generally pay the course costs for the trainees.</p>
Recent significant changes:	<p>NZQA approved a training scheme, Basic Food Safety Training Scheme (Level 2) in August 2012.</p>
Previous quality assurance history:	<p>The previous external evaluation and review (EER) that took place in August 2011 concluded that NZQA was Confident in the educational performance and Confident in the capability in self-assessment of the organisation. The focus area judgements were:</p> <ol style="list-style-type: none">1. Governance, management and strategy Educational performance: Good Capability in self-assessment: Good2. Food safety and liquor training Educational performance: Good. Capability in self-assessment: Good. <p>There were no recommendations from the last EER.</p> <p>The 2014 ServiceIQ moderation results for Food Safety were:</p>

- The pre-assessment moderation judged the materials met the standard.
- Post-assessment moderation of all three samples of Food Safety trainees' assessments met the standard with minor modification.

The moderation of Licence Controller Qualification units were:

- As a result of new legislation for the liquor industry, the Licence Controller Qualification course materials required significant changes. After multiple submissions, the W.A. Consulting course materials were approved with minor modifications.
- Post-assessment moderation (received March 2015) judged that none of the three samples of trainee assessments met the standard for a range of reasons, including not answered correctly, inaccurate marking, and marking not matching the assessment. ServiceIQ has identified W.A. Consulting as 'high risk' because of these results and the high volume of assessment activity. ServiceIQ has arranged a site visit and observation of the trainer in 2015.

2. Scope of external evaluation and review

W.A. Consulting submitted a range of documentation to the EER team, including a self-assessment summary. A meeting by phone took place with the director and the office administrator to scope this EER. Governance, management and strategy was a mandatory focus area.

The Licence Controller Qualification was chosen as the second focus area as it made up 92 per cent (642 training days) of the total 2014 training and offers unit standards at levels 4 and 5. Food Safety training was not selected as a focus area as it made up just 8 per cent (54 training days) of the 2014 training. The training is similar to the Licence Controller Qualification and the unit standards are at levels 2 and 3. No concerns have been identified with the training. Focusing on the one course enabled a more in-depth evaluation to be conducted.

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-eer/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.

A team of two evaluators spent one day at the Rotorua head office. The following stakeholders were interviewed on site or by phone on the day or shortly afterwards:

- The director/sole trainer, business liaison manager and the office administrator.
- Three District Licensing Committee inspectors, and business clients and a ServiceIQ representative.
- One trainee was contacted by phone, and a sample of trainee feedback forms were reviewed.

The team also reviewed a range of documents and data including the company website.

Summary of Results

Statement of confidence on educational performance

NZQA is **Not Yet Confident** in the educational performance of **W.A. Consulting Training Limited**.

The PTE meets the most important needs of its trainees and business clients. However, the evidence for some important outcomes is uncertain and some contributing processes vary in quality. Plans to address these gaps need to be strengthened. The key points are:

- Nearly all trainees achieve the required unit standards. However, some students struggle to achieve the closed book assessment, mainly Indian students. Nearly all Licence Controller Qualification trainees gain local District Licensing Committee certification to work as bar managers. The organisation gains some repeat business and meets the most important needs of business clients for certified bar managers.
- However, post-moderation of all three 2014 Licence Controller Qualification assessment samples did not meet the required standard. This raised questions about the robustness of the assessment results and the quality of internal moderation systems. ServiceIQ expressed significant concerns about the PTE's assessment.
- Trainee feedback rated the course positively and called the training informative. The sole experienced and qualified tutor was helpful and used workplace examples to make the learning relevant. The capability of the tutor is insufficient in assessment practice. The tutor's literacy and numeracy teaching skills need strengthening to meet the needs of a significant number of ESOL (English for Speakers of Other Languages) trainees.
- The feedback from District Licensing Committee representatives spoken to, while variable, was generally positive.
- The organisation has a clear purpose and has well-organised operational systems. However, there is insufficient investment in some key processes to support quality educational achievement.

Statement of confidence on capability in self-assessment

NZQA is **Not Yet Confident** in the capability in self-assessment of **W.A. Consulting Training Limited**.

W.A. Consulting's self-assessment approach varies in its quality and covers some, but not all, key priority areas. The key points are:

- The PTE collects good quality enrolment and achievement data. However, more analysis and action is required to address the weaknesses identified. Reviewing and revising assessment questions where there have been poor results has been effective in bringing improvements. The business client data is comprehensive but the analysis is limited in identifying how well clients' needs are being met.
- The review of teaching practice is weak. The tutor has not undertaken any professional development in recent years, and there was no evidence of a robust internal moderation process, including regular teaching observation leading to improvement and moderation of assessments.
- The director meets with District Licensing Committee representatives, but a more systematic feedback mechanism would provide better data. The programme is modified to remain current with changes in regulations and local workplace events.
- There is no feedback mechanism to identify how well the training prepares workers, or is retained and applied by them in the workplace.

Findings¹

1.1 How well do learners achieve?

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

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

The achievement of individuals attending W.A. Consulting's one-day courses meet minimum industry requirements. Some educational gaps are not being managed effectively. Workers attend these courses as they are required to gain certification for particular roles in the hospitality industry and food outlets. Nearly all (98-99 per cent) of the total trainees from 2013, 2014 and 2015 to date have achieved the required unit standards, which is comparable to similar training courses.

W.A. Consulting collates and analyses its data to identify areas where trainees are not achieving. For example, W.A. Consulting identified that 86-90 per cent of trainees achieved the standard on their first assessment (open book), with nearly all gaining the standard on their second assessment (closed book) on the day. It also identified which assessment questions trainees were having difficulty with, and put in place effective improvements.

Māori and Pasifika achieved at similar rates to others. People of Indian ethnicity made up one-quarter (111) of the total 2015 Licence Controller Qualification trainees to date, with particularly high numbers in Rotorua. However, just 75 per cent of them achieve the standard on the first attempt. Despite being aware of this ongoing issue, robust evidence-based strategies have not been put in place to improve achievement rates. There is a similar, although less significant pattern for other Asian trainees. The final achievement rate for both groups was not available, but it appears that most achieve the standard.

It is also of concern that the 2014 external moderation found all three Licence Controller Qualification assessment samples did not meet the standard for various reasons.² This result raises some questions about the robustness of the Licence Controller Qualification achievement results. In addition, ServiceIQ received a complaint from a District Licensing Committee about three individuals not having sufficient English to be certified as bar managers. However, other District Licensing Committee inspectors spoken to were generally positive. The trainee feedback forms had positive comments about the knowledge they gained. The Food Safety assessment samples submitted for moderation met the standard with minor modifications.

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 For further details see TEO in Context, Previous Quality Assurance History in this report.

Trainees acquire relevant and valued knowledge and skills to work in their roles. However, concerns about the validity of assessment raises doubts about whether some individuals have sufficient knowledge and skills.

W.A. Consulting has good data about achievement and training delivery. The PTE followed suggestions from the last EER and analysed the achievement rates for specific assessment questions, and there is evidence of improved success rates. However, further analysis and action is needed to address the challenges posed for the different groups of trainees.

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 **Good**.

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

The value of outcomes from W.A. Consulting training for trainees and businesses is strong, but somewhat varies for other stakeholders. Nearly all workers receive the valued District Licensing Committee certification they require to gain work in licensed premises through achieving the statutory unit standards. Similarly, nearly all gained the Food Safety unit standard, enabling them to work in the food industry. Employers gain access to workers who can legally work in bar manager and food-handling roles. W.A. Consulting data and analysis shows the PTE has repeat business clients, but not how much repeat business and who is returning over time. ServiceIQ has significant reservations about the overall value of the training provided. Most District Licensing Committee inspectors spoken to thought the training generally met their key desired outcome of providing workers with sufficient knowledge and skills. Local communities benefit through having trained bar managers and food handlers.

W.A. Consulting attempted to gain feedback from employers and trainees via its website. However, the response rate has been low. The director regularly meets with District Licensing Committee inspectors to be aware of their concerns. The EER team was, however, unable to judge the links between the training provided and the compliance of licensed premises or food businesses with council regulatory requirements.

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 **Good**.

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

The W.A. Consulting training programmes match the primary need of providing trained workers for business clients. Nearly all the Licence Controller Qualification trainees achieve the unit standards and become certified bar managers. Trainee feedback said the programmes were 'informative' and 'organised' and covered the required content. The PTE offers training in locations and at times that generally suit the trainees and business clients. There were some mixed views among District Licensing Committee inspectors spoken to about how well the training matched their needs. Most were reasonably satisfied and nearly all applicants from W.A. Consulting courses were certified, although not always on their first attempt. The feedback from the District Licensing Committee representatives is not comprehensive and varies in quality. The needs of ServiceIQ, as already noted, are not being well matched.

The programme content is relevant. The PTE updates the training material to ensure it is consistent with current legislation. Similarly, the director tracks changes occurring in local bylaws and district plans and District Licensing Committee proceedings. W.A. Consulting offers consultancy services advising businesses on different aspects of operating licensed liquor premises and food outlets. These services include drafting suitable building plans, consent processes, and licensing and training requirements. This knowledge and experience informs W.A. Consulting's training.

That said, W.A. Consulting does not fully review how well the training programmes match needs. There is no formal assessment of how well the training prepares the workers for their role, although the trainer informally follows up by meeting licensing officers and business managers. W.A. Consulting trialled an online post-course trainee feedback form, but the response rate has been low. As already noted, the PTE has somewhat modified the programme material in response to assessment questions that have lower pass rates. However, despite a significant number of Indian students having lower achievement rates for the formative open-book assessment, there is no systematic review of the programme design and delivery to determine how well the programme matches their needs. More generally, there is no evidence of periodic review of the overall programme.

1.4 How effective is the teaching?

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

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

The effectiveness of teaching varies and there are some gaps not being managed effectively. The sole trainer has considerable industry experience and follows industry changes and has an adult education qualification. The Licence Controller Qualification has a strong emphasis on knowledge. The key delivery methods used are a data presentation, video clips and role-plays, supported by a workbook and question sheet. This teaching style was described by various parties as 'traditional' and 'thorough'. Trainee evaluation forms are generally positive about the teaching, knowledge and experience of the trainer. A council inspector who observed one class was also mostly positive. Open and closed-book assessments take place during the day. The weak 2014 external moderation results, however, raise concerns about the robustness of assessment practice and the validity of unit standard results. Internal moderation of assessment is limited and not robust and has not been effective.

There are other gaps in teaching practice. No formal teacher observation has taken place and the trainer has not undertaken any adult education professional development since 2010. With the increasing numbers of people enrolling for whom English is not their primary language, the trainer is not using recognised literacy and numeracy teaching techniques.

1.5 How well are learners guided and supported?

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**.

The support and guidance provided is generally sound for the context of a low-cost, one-day course. Trainees have the opportunity to work through an open-book assessment throughout the day, which allows the trainer to identify any areas trainees need support in. Those students who do not pass the closed assessment are able to re-sit on the day or are invited to return to the next course to re-sit the assessment at no cost. The trainee feedback forms rated the support offered positively, with the trainer being described as helpful. The trainer provides individual support to those who need extra assistance during the day. There is no data on what issues are arising and any changes made to address them. A few individuals are supported after the course, particularly if they were not successful with their bar manager interview. There is no data on who or how many access this support. The office administrator reviews the trainees' feedback forms and goes over them with the trainer, although there was no evidence of changes being made as a result.

1.6 How effective are governance and management in supporting educational achievement?

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

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

W.A. Consulting has a clear purpose of providing training and related services to businesses running licensed premises and/or food outlets. The unit standards included in the training fulfil the regulatory requirements to operate in these sectors. The director delivers the training and other services supported by a business/marketing manager and a part-time office administrator. A range of office systems support effective business operations. The business manager engages with current and prospective clients, maintaining good data for ongoing business activities and feedback on services offered. The director maintains relationships with all District Licensing Authorities, although how well their needs are met is not clear.

The processes to support sound educational achievement are variable, as has been noted in this report. The enrolment and achievement data system provides good-quality information to monitor educational performance, and some analysis is done, although more action is needed. The key gaps are questionable assessment and insufficient investment in ongoing professional development, teacher observation, and probably literacy and numeracy capability to meet the needs of a changing trainee demographic. Self-assessment is not currently covering all key priority activities. These gaps have had a negative effect on the quality of educational achievement.

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 **Adequate**.

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

2.2 Focus area: Licence Controller Qualification

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

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

Recommendations

NZQA recommends that W.A. Consulting Training Limited:

- Further analyse the enrolment and achievement data and develop actions to address gaps identified for particular groups of trainees.
- Invest in ongoing professional development in assessment and moderation practice and literacy and numeracy capability as well as periodic teacher observation.
- Implement a simple mechanism to gain feedback from all District Licensing Committee representatives on how well the training programmes are meeting their needs.
- Periodically gain feedback from a sample of bar managers and food safety workers after a period of working in the role, on how well the training programmes prepared them.

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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