



Report of External Evaluation and Review

Meditrain Limited

Confident in educational performance

Not yet confident in capability in self-assessment

Date of report: 6 September 2011

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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

Location:	21 Church Street, Onehunga, Auckland
Type:	Limited liability company and private training establishment (PTE)
First registered:	1995
Number of students:	Domestic: approximately 19,000 learners per year attend courses. International: nil
Number of staff:	Eight full-time and four part-time employees in Auckland
Scope of active accreditation:	Meditrain is accredited to deliver under the following domains: <ul style="list-style-type: none">• First Aid (to level 2)• Pre-Hospital Emergency Care (to level 4) Standard accreditations include: <ul style="list-style-type: none">• Core Health; 6400, 6401, 6402• Occupational Health and Safety Practice; 497 Currently, not all unit standards are being delivered or assessed.
Sites:	One permanent site in Onehunga, Auckland
Distinctive characteristics:	Meditrain Workplace First Aid and refresher courses are predominately one-day courses delivered in Auckland by Meditrain or delivered around the country

at numerous sites by contracted instructors who have a formal contracted agreement and purchase Meditrain's intellectual property (teaching and learning materials and assessments) including renting the instructor's manual. Meditrain agrees to report subsequent learner results through the PTE.

Recent significant changes:

No recent or significant changes at Meditrain.

Previous quality assurance history:

The previous quality assurance visit by NZQA was an audit in 2009, when Meditrain met all but two requirements relating to governance and management. Both these requirements were repeat findings from the 2007 audit and both related to the PTE's Annual Return and Chartered Accountant Professional Attestation not being received by NZQA within three months of the end of Meditrain's financial year. Failure to submit the Annual Return within the required timeframe occurred again in 2011.

2010 national external moderation results required Meditrain to modify assessment materials before being used again for Workplace First Aid courses. Meditrain's 2010 national external moderation by NZQA noted that assessors' judgements were not at the national standard. The results for 2009 noted that all materials and judgements were fit for purpose and at the national standard.

Currently, the Quality Assurance Division of NZQA is engaging with Meditrain following a review of the training requirements for the quality provision of unit standards-based first aid training.

2. Scope of external evaluation and review

Following the review of documentation provided, a scoping meeting was held between the Meditrain director and the lead evaluator, and the following focus areas were identified for inclusion in the external evaluation and review:

- Workplace First Aid and Refresher courses.

According to the director, Workplace First Aid and the refresher courses make up 99 per cent of all training delivered by Meditrain. In accordance with NZQA policy, the EER scope included the following mandatory focus area:

- Governance, management, and strategy.

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/>

An external lead evaluator and NZQA lead evaluator visited Meditrain Ltd on site in Onehunga over two and half days. While on site, the evaluation team interviewed the director, teaching staff, learners, office manager, general manager, and client manager. Via telephone the evaluators spoke with several stakeholders and contracted instructors. The evaluation team viewed a range of documents including evaluations, training assessments and materials, and independent instructor agreements.

Meditrain Limited has had an opportunity to comment on the accuracy of this report, and submissions received have been fully considered by NZQA before finalising the report.

Summary of Results

Statement of confidence on educational performance

NZQA is **Confident** in the educational performance of **Meditrain Limited**.

The rate of achievement of the Workplace First Aid qualification and the associated unit standards is very good. Approximately 98 per cent of learners achieve the qualification. This is identified as the most valuable outcome for learners and stakeholders as it is mostly a requirement of the workplace and supports continued employment. Acquiring the skill and confidence to be a first responder is valued by learners at work, in their personal lives, and in their communities. Evaluators heard of several classes offered to community groups, sometimes for no cost or a donation, particularly in rural areas where other major first aid providers do not offer training.

Repeat business for Workplace First Aid and the refresher courses is good evidence of a high level of satisfaction with the training. The director says Meditrain has experienced a 9 per cent growth in business in the past year.

The director has a “hands-on” approach to governance and is the primary person responsible for all aspects of the business. It is evident that without some leadership responsibilities being shared throughout the organisation, the observance of key accountabilities is not always being met, for example returning the PTE’s Annual Return and Chartered Accountant Professional Attestation to NZQA within three months of the end of Meditrain’s financial year.

External moderation indicates that in 2010 Meditrain was not deemed to be assessing at the national standard, and materials needed modification. However, Meditrain was deemed to be assessing at the national standard for the previous two years, and its materials were accepted as being fit for purpose. Meditrain needs to proactively engage with external moderation to gain acceptance of its delivery programme.

There are processes that contribute to good quality training, and this small PTE is resourced sufficiently to be able to respond to a weakness once identified.

Statement of confidence on capability in self-assessment

NZQA is **Not Yet Confident** in the capability in self-assessment of **Meditrain Limited**.

Self-assessment is occurring within Meditrain, but it is haphazard and not linked to the stated goals or vision of the organisation. Feedback is formally sought from all learners via the evaluation form completed at the end of training. This information is collated and, if an issue is identified, it is brought to the director’s attention. The evaluation form is not anonymous and the quality and variety of questions asked in the form are limited considering that this is Meditrain’s primary source of feedback to determine satisfaction with delivery, venue, and the development of learners’ confidence.

Informal feedback is also received by the director, trainers, and other staff, predominantly through their day-to-day contact with stakeholders. The evaluators were told of a couple of examples indicating that feedback had been responded to and an improvement made. However, there is no evidence that feedback is collected with a clear purpose, collated, or incorporated into a systematic collection of data to be reviewed routinely.

Overall, the information collected and utilised to inform self-assessment is scarce and there is some evidence that it is inconsistently gathered and reviewed. Self-assessment is not well integrated across the organisation, nor does it involve all personnel. In the main, only the director analyses the information and informs Meditrain staff of any findings at quarterly staff meetings. Meditrain has loyal and competent staff, trainers, and contracted instructors, who could add value to self-assessment if engaged.

TEO response

Meditrain Limited has confirmed the factual accuracy of this report.

Findings¹

1.1 How well do learners 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 **Adequate**.

Approximately 98 per cent of learners who enrol with Meditrain complete the course and gain the Workplace First Aid qualification. Completion and achievement is very important for the Meditrain learners since for the majority this is a compliance-driven course. Achievement of the qualification is generally either a requirement of employment or it is a preference of the employer that employees hold a current first aid certificate. Skills and knowledge can also be applied in the everyday life of the learner and in the community.

Informally, staff and contracted instructors maintain that the learner achievement rate has remained consistent over time. This was confirmed through interviews with trainers and contracted instructors who were able to identify the number of people who had not completed the qualification and why. Discussions with stakeholders and a review of the computer system detailing enrolments and results verified this anecdotal information. There is, however, no clear evidence of hard trend data on achievement between trainers or regions with which to make comparisons or benchmark against other first aid providers. Where learners do not achieve, this is anecdotally attributed to the learner being absent for a portion of the class, not engaging in the training, or having a physical limitation or medical condition that restricts their ability to demonstrate cardiopulmonary resuscitation (CPR) competently. Some formal or selected collection of data and information enabling comparisons to be made would assist Meditrain to determine its own internal expectations and validate the anecdotal statements of achievement.

Learners acquire useful knowledge and skills and gain the confidence to apply them. Learners and trainers emphasised the practical nature of the course, and the opportunity to practise CPR is a significant contributor to gaining confidence. Evidence of this was heard directly from learners and their employers. Evaluations are held at the end of the training, where learners indicate that they would be confident to be a “first responder at an emergency tomorrow”.

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

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

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

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

The most valuable outcome for learners and stakeholders is the achievement of the qualification. This meets the needs of employers and helps the learner to acquire the personal skills and confidence to be a first responder. Within the course book there is an example of a certificate awarded to recognise actual performance as a first responder subsequent to completing the course. Learners are encouraged to contact Meditrain and inform them of participation as a first responder and to receive the award. It is estimated by the director that certificate presentations are made four or five times a year.

Meditrain follows up with organisations after 21 months to keep employers informed that their required refresher is due; employers who spoke with the evaluators appreciated this service in helping to keep employees qualification current.

Evaluators heard several examples of anecdotal evidence showing that Meditrain trainers and contracted instructors are supporting community development by providing training for a donation or at no cost, such as antenatal classes, or providing shortened courses where the participant does not gain the qualification but gains life skills as a first responder. However, these examples by trainers, the director, and contracted instructors were not supported centrally by Meditrain documentation. A more formal recording of these acts of engaging with the community would provide solid evidence of community engagement and enable some analysis of trends and perhaps reveal commercial opportunities.

The evaluators heard consistently from stakeholders, learners, and Meditrain staff about how the course is valued and that Meditrain is a provider they would recommend to others. Several stakeholders have been clients of Meditrain for several years. Meditrain reports that it continues to have repeat business and in the past year has experienced growth in the business.

When Workplace First Aid group courses are run for learners from a single organisation, Meditrain follows up the course with a letter to the organisation to share the evaluation results along with the usual certificates and wallet cards that all learners receive. The director will also randomly telephone a learner to ask for an evaluation of the course. As well as completing the required documentation and evaluation process for Meditrain, nearly all contracted instructors the evaluators interviewed have their own additional systems to give to, and receive feedback from, the stakeholders in their area. Meditrain could benefit by engaging more with contracted instructors to become familiar with these self-assessment processes and any findings the instructors are gaining from these exchanges.

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 **Good**.

The Workplace First Aid course is current and relevant for learners and the industries they work in. The Meditrain director takes responsibility for ensuring the handbook content and teaching practices are current by keeping up to date with changing standards in New Zealand and internationally. This is achieved through membership of the New Zealand Resuscitation Council and the European Resuscitation Council, and by accessing relevant websites such as the American Heart Association. Any changes in standards are reported to trainers and contracted instructors via telephone and email and inclusions are printed into manuals.

Learners and stakeholders confirm that they are confident that Meditrain trainers are up to date with relevant, practical skills because the trainers are able to talk about changes in practice, answer questions, and share a variety of examples with learners.

Meditrain's Workplace First Aid course meets the needs of learners and stakeholders in a variety of ways. Courses are offered at Meditrain, at the client's workplace for group courses, or at a community venue. Training is routinely delivered during the week and on both days of every weekend to accommodate those who cannot attend because of work commitments and to support clients who cannot reduce their service and release staff to attend. In the past, the course has even been delivered on a public holiday at the specific request of a client. Scenarios for group courses are selected to ensure they are relevant to the learners and to their workplace. An example is the number of childcare centres to which Meditrain provides training. Most courses are run on site in the weekend with scenarios that pertain to preschool children.

A key need identified by stakeholders and met by Meditrain is the length of the Workplace First Aid course. Attending a one-day course and achieving the qualification is very attractive to employers since it meets their need to minimise the amount of time employees are away from the workplace and therefore keeps down the cost of training. Meditrain achieves this by sending a self-directed, pre-course assessment to each learner to complete prior to attending the course, then delivering the training for eight hours in the classroom. While on paper this meets the minimum requirements of 12 hours' training and assessment for the qualification, there was some evidence that most learners completed the self-directed assessment in significantly less time than the four hours allocated. This eight plus four system is a way of reducing the length of a course. Meditrain needs to engage proactively with external moderation to gain acceptance for this format of programme delivery.

While there is evidence that Meditrain is responding to the identified needs of stakeholders, it is not clear that a systematic collection of information occurs which can be reviewed routinely to make improvements.

1.4 How effective is the teaching?

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 relationship between the learner and trainers is effective. This was evidenced in talking to the learners on site who were attending a Workplace First Aid class. Some of these learners had attended Meditrain previously and were completing the refresher. Stakeholders interviewed were all positive about the teaching and the trainers. Several managers of organisations that attend Meditrain had attended courses themselves and had examples to share of when they felt Meditrain had been effective in engaging and supporting learners in the classroom. Feedback on the approachability of trainers is evidenced in evaluations.

Good formative assessment occurs in a variety of ways regularly throughout the course. This is an effective way to support practical training. External moderation indicates that in 2010 Meditrain was not deemed to be assessing at the national standard, and materials required modification. However, Meditrain was deemed to be assessing at the national standard for the previous two years, and its materials were accepted as being fit for purpose. Meditrain remains confident in the standard of assessment materials but needs to proactively engage with external moderation to ensure the standard is met and to gain acceptance for its format of programme delivery.

Learning is applied immediately in the classroom and links theory and practice. The director has a philosophy of supporting learning by providing opportunities for learners to “hear, see and do”. The instructor’s manual encourages this through effective teaching methods which include the use of a comprehensive student handbook, DVD, demonstration of practical skills by trainer, and opportunities to demonstrate the practical skills while receiving feedback from peers and the trainer. These learning activities are effective in engaging learners. Meditrain trainers are well resourced with first aid equipment and have a good mannequin-to-learner ratio.

The majority of Meditrain trainers and contracted instructors are well qualified and experienced to meet all criteria to deliver and assess workplace first aid. All come from a health or teaching-related background and a number are registered nurses or volunteer ambulance officers. All are assessed by a level 7 CPR instructor every two years. Observation of instructors by the director as per the organisation’s quality management system is to occur three-yearly. There is a detailed instructor evaluation/audit performance template completed and discussion follows. Observations occur annually for Meditrain trainers but vary widely for contracted instructors and on an ad hoc basis. Consistently implementing this quality review mechanism would help to ensure that the teaching practice and assessment judgements that are valued by the director and stakeholders are being consistently applied.

There is no formal opportunity for trainers and contracted instructors to provide feedback on the programme, delivery, or assessments. Informal opportunities rely on the initiative of the trainer or instructor, although the evaluators heard of one improvement made to the self-directed pre-course assessment as a result of unsolicited feedback. It is not evident that

trainers and contracted instructors have opportunities to meet, network, or communicate with each other on any regular or ongoing basis other than the two-yearly conferences.

Gathering specifically identified information, data, and feedback from this committed and experienced group of trainers and instructors, who deliver the Workplace First Aid course repeatedly and often, could potentially add significant value to all aspects of the training, including moderation and assessment, as well as for Meditrain as a whole.

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 **Adequate**.

Two weeks prior to attending the Workplace First Aid course, learners are sent the self-directed pre-course assessment with instructions to complete prior to attending class. One week before the course, Meditrain administration phones either the employer or learner with a reminder about the course details. Learners interviewed confirmed that adequate study information and advice is provided ahead of time.

Courses are run with even very small numbers and learners are only charged for the course if they actually attend training on the day. There are no fees for cancelling or postponing. A maximum number of 15 learners per course is set. Interviews suggested that this maximum varies but is largely adhered to. There are good opportunities to provide support and instruction to learners with these numbers of participants per class. Trainers and contracted instructors gave examples of how they are able to provide additional support and instruction as required for learners who struggle with any aspect of the course.

Feedback is sought about the training venue through the evaluation forms, and the evaluators heard examples of how venues have been changed quickly in response to feedback received. Other than this, there is little evidence of any data collected or analysed in this area of learner support.

Overall, learner support is appropriate for a one-day course. Learners interviewed indicated that they felt supported in the training and stakeholders expect that Meditrain supports its staff through the course as required.

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**.

Meditrain operates with a sole director who was one of the original founders and has a long personal and family history of involvement in the world of first aid. The director has a clear passion for ensuring all people have the skills and knowledge to do no harm and assist as a first responder.

The director is responsible for all aspects of the business. Legal and financial advice is contracted for and provided as required. The majority of Meditrain staff have been employed in the business for several years, and those interviewed indicated they have a good working relationship with Meditrain management, speak with passion about workplace first aid training, and feel supported in their various jobs. Meetings are held quarterly with all Auckland Meditrain staff where all aspects of the business are able to be discussed. Resources and materials provided for training are very good.

The purpose and direction of the PTE is established by the director. The vision articulated by the director was not reiterated by all senior management and administration staff members. The primary goal for Meditrain is to grow the business. There was no clear plan articulated to the evaluators as to how this goal might be actioned and achieved. Equally, the director is working on a succession plan for the future of the organisation which is being developed and is yet to be shared with staff. Meditrain may benefit from constructive governance support and guidance for future planning to make real the vision for growth of the business.

The director has a hands-on approach and is the primary person responsible for all aspects of the business in terms of educational performance and self-assessment, including: programme and assessment design, moderation, and relationships with Meditrain staff, contracted instructors, and NZQA. There is little evidence that staff are given key responsibilities or are actively involved in decision-making in these important areas of the business. By not seeking input from staff in a purposeful, directed way at key times Meditrain may potentially be missing opportunities to collect information that could lead to worthwhile improvements. All staff spoken to are confident that when the director is absent the PTE continues to deliver training and quality learning routinely. However, it is evident that without some leadership responsibilities being shared throughout the organisation, the observance of key accountabilities has not always been met, for example in responding to various NZQA requirements within requested timeframes.

Professional development for trainers and contracted instructors constitutes attending the Emergency Care Group and the two-yearly conference, which is compulsory. The director and Meditrain, along with several other first aid providers in Auckland, take a key role in organising and running this conference. Trainers and contracted instructors that have attended previously valued the conference and appreciated hearing the various specialist guest speakers. They also took the opportunity to be assessed by a level 7 CPR instructor to verify that they remain competent in CPR. Meditrain may benefit from exploring other possible areas to support staff in their professional development, for example in the education of foundation-level adult learners, and in assessment design and moderation.

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: Workplace First Aid and Refresher courses

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

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

Recommendations

NZQA recommends, in addition to those recommendations implied or expressed within the report, that Meditrain Limited:

- review the data it collects for self-assessment
- build capability in analysing and this data
- establish a comprehensive self-assessment regime.

Appendix

Regulatory basis for external evaluation and review

Self-assessment and external evaluation and review are requirements of course approval and accreditation (under sections 258 and 259 of the Education Act 1989) for all TEOs that are entitled to apply. The requirements are set through the course approval and accreditation criteria and policies established by NZQA under section 253(1)(d) and (e) of the Act.

In addition, for registered private training establishments, the criteria and policies for their registration require self-assessment and external evaluation and review at an organisational level in addition to the individual courses they own or provide. These criteria and policies are set by NZQA under section 253(1)(ca) of the Act.

NZQA is responsible for ensuring all non-university TEOs continue to comply with the policies and criteria after the initial granting of approval and accreditation of courses 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 policies and criteria approved by the NZQA Board.

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).

*Information relevant to the external evaluation and review process, including the publication *Policy and Guidelines for the Conduct of External Evaluation and Review*, is available at: <http://www.nzqa.govt.nz/providers-partners/registration-and-accreditation/external-evaluation-and-review/policy-and-guidelines-eer/introduction/>*

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