

Report of External Evaluation and Review

New Zealand School of Food Hygiene
Ltd trading as Burwater Pacific

Highly Confident in educational performance

Confident in capability in self-assessment

Date of report: 16 January 2014

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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:	New Zealand School of Food Hygiene Ltd trading as Burwater Pacific (Burwater Pacific)
Type:	Private training establishment (PTE)
Location:	Level 2, Rawene Chambers, Rawene Road Birkenhead, Auckland
Delivery sites:	Training is delivered at corporate premises and at the Birkenhead office.
First registered:	1 May 1993
Programmes currently delivered:	<ul style="list-style-type: none">• Auckland Council-approved Basic Certificate in Food Safety short courses (which may include NZQA unit standards if requested)• Unit standards which credit towards the National Certificate in Food and Related Products Processing (Level 2)• VITAL 2 – Allergen Management short course
Code of Practice signatory:	No
Number of students:	More than 800 domestic students (190 EFTS (equivalent full-time students)) attended courses over the last 12 months. International: nil
Number of staff:	Nine full-time staff (includes owner/director who also teaches and two full-time and three part-time

trainer/consultants)

Scope of active accreditation:

Holds consent to assess in the following domains, and in a range of unit standards that can be credited towards the National Certificate in Food and Related Products Processing:

- Food and Related Product Container Filling (to level 3)
- Food and Related Product Laboratory Practice (to level 2)
- Food and Related Product Packaging (to level 3)
- Food and Related Product Processing - Cleaning (to level 4)
- Food and Related Product Processing - Safety and Health (to level 4)
- Food and Related Product Production (to level 4)
- Food and Related Product Production Line Operation (to level 4)
- Food and Related Product Quality (to level 4)
- Food and Related Product Storage and Distribution (to level 4)
- Food Production - Beverages (to level 3)
- Food Production - Milling (to level 3)
- Food Production - Poultry Products (to level 3)
- Food Safety (to level 2)
- Manufacturing Processes (to level 3)

Distinctive characteristics:

Burwater Pacific is a small, specialist PTE which has been providing food safety training and related consultancy to the supermarket, retail and food manufacturing sectors throughout New Zealand for over 20 years.

Delivery of content towards the National Certificate in Food and Related Products Processing is

arranged by Competenz Industry Training Organisation (ITO) for staff of a major supermarket chain.

The four-hour Basic Certificate in Food Safety short course is recognised by Auckland Council.

Recent significant changes: Subsequent to the previous EER in 2009, Burwater Pacific briefly merged with another PTE, but discontinued this process in late 2012. Burwater Pacific subsequently moved into leased premises in Birkenhead, Auckland. Throughout this period, Burwater Pacific retained the same staff cohort and continued delivering the same types of training and consultancy services.

Previous quality assurance history: The previous NZQA external evaluation and review (December 2009) was Highly Confident in the educational performance, and Confident in the capability in self-assessment of Burwater Pacific. There were no actions required or recommendations made in the report.

The 2012-13 external moderation by Competenz, New Zealand Industry Training Organisation (NZITO) and ServiceIQ verified that assessor decisions are at the national standard for all materials moderated, in some cases with modifications either required or suggested. This moderation related to unit standards in Occupational Health and Safety Practice; Retail, Distribution, and Sales; and Food and Related Product Quality.

The 2012 NZQA national external moderation found nine samples of learner results not at the national standard. This involved two standards from Core Skills and one from Mathematics. This led to the development of an action plan to strengthen assessment in these areas. Burwater Pacific provided evidence that this plan has been implemented, and subsequent external moderation by NZQA in 2013 has shown marked improvement.

Other: Burwater Pacific has submitted an application to NZQA for a training scheme titled Food and Related Products Processing (Level 2).

2. Scope of external evaluation and review

The two focus areas selected were:

- Governance, management and strategy
- Food safety training

The governance, management and strategy focus area is mandatory in all external evaluation and reviews (EERs). The second focus area includes the vast majority of students who enrol into one of the two main food safety programmes offered by Burwater Pacific (the Basic Certificate in Food Safety or the programme leading to the National Certificate in Food and Related Products Processing). Burwater Pacific has a food safety and food hygiene training focus, and therefore these programmes are particularly relevant to evaluating the PTE's educational performance and capability in self-assessment.

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.

A short meeting was held at the PTE's office during the evaluation scoping process. Two evaluators conducted the on-site component of the evaluation over one and a half-days, which included visiting the PTE's Auckland office for one day. The evaluators met with the managing director, trainers and administration staff. A Christchurch-based trainer was interviewed by phone.

Key industry stakeholders, students, graduates and employers were also contacted by phone.

Key documents considered by the evaluators during the evaluation included the PTE's annual return to NZQA; the business plan and annual plan; moderation reports from NZQA and three ITOs, with related correspondence; content on the PTE's 'Rainbow' student database and related educational performance records; aggregated student feedback; trainer performance reviews and related action plans; learning and assessment materials and miscellaneous stakeholder-related correspondence.

Burwater Pacific provided a self-assessment report before the evaluation, and subsequently furnished additional appendices referred to in that report.

Summary of Results

Statement of confidence on educational performance

NZQA is **Highly Confident** in the educational performance of **Burwater Pacific**.

Burwater Pacific is providing relevant and valued food safety training to employees from all scales of business across New Zealand. Stakeholders contacted as part of the evaluation described a clear need for the training, and endorsed Burwater Pacific as providing appropriate and readily applicable training with clear links to meeting the requirements of food hygiene regulations, enabling food premises to gain and maintain registration and provide safe food to customers.

The PTE's self-assessment information, as well as employer and learner feedback noted during the evaluation, demonstrated evidence of trainees applying their knowledge in workplaces

The PTE has an organisational focus on quality, currency of programme content, and high levels of learner achievement. Consistently high levels of student achievement - in both the Basic Certificate in Food Safety and the National Certificate in Food and Related Products Processing programmes - are closely correlated with the design and delivery of these programmes, and each is clearly meeting learner and stakeholder needs.

All tutors are suitably qualified in their respective fields, and learner evaluation feedback is being used to monitor and continuously improve teaching and assessment practices. Educational performance data is maintained and monitored closely across the organisation, and shows consistent learner achievement across all sites.

Continuous engagement with industry through the PTE's consultancy and informal networking also adds value to the training, and helps ensure that current knowledge and practices are being taught. Accordingly, NZQA can express high confidence in Burwater Pacific's educational performance.

Statement of confidence on capability in self-assessment

NZQA is **Confident** in the capability in self-assessment of **Burwater Pacific**.

Burwater Pacific engages in effective self-assessment practices to monitor, review and improve its programmes, and to strengthen overall organisational performance.

The organisation is gathering valid and reliable information from a range of sources, ensuring the food safety programmes delivered are current and continue to meet stakeholder needs. Self-assessment has also led to new areas of training delivery in response to new and emerging regulatory requirements and industry needs.

Burwater Pacific monitors and responds effectively to learner needs and emerging industry trends, and this is reflected in consistently high levels of learner achievement, and satisfaction with the training as expressed by students, graduates and employers as evidenced in the organisation's self-assessment.

Current programmes are developed and reviewed to ensure currency and to meet existing and emerging training needs within Burwater Pacific's industry sector; information gathered through consultancy work and other stakeholder consultation is clearly linked to their review processes.

The current student management system – although allowing for relatively easy checking of individual learner enrolment history and academic progress – has some limitations for providing readily available aggregated performance data. Although the evaluators were presented with evidence of effective use of reliable data as part of self-assessment, the currently available learner performance information offers scope for more detailed analysis.

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 **Good**.

Learner achievement for Burwater Pacific's two food safety-related programmes is consistently high – close to 100 per cent for the Basic Certificate in Food Safety² over 2012-13, and averaging between 95 and 100 per cent by cohort for the 48-credit National Certificate in Food and Related Products Processing over 2011-12.³ These levels of achievement have been maintained year-on-year since the last EER.

Completion of the qualifications on offer is directly related to, and is clearly meeting, local council regulatory requirements for staff of food premises and company policies around staff training minimum requirements, and also contributes to compliance with external audits of food premises. Examples of the interrelationship between the programmes and these requirements was evident in the self-assessment information provided, was noted in both the training content and the assessment formats, and was also gained from feedback by stakeholders provided directly to the evaluators.

Burwater Pacific effectively tracks learner progress and achievement for each course, and is able to quickly identify learners requiring additional support. Where there are instances of non-achievement, these are investigated, and the organisation seeks to clearly understand the particular issues. In the basic programme, training and assessment occurs on the same day, but additional coaching is provided where learners require it. On the longer-duration national certificate programme (for supermarket staff) the structure of the programme, and additional support available from workplace supervisors, are sufficient to support most learners to completion.

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 The basic certificate is assessed but non-accredited, and although aligned with unit standard 167 *Practise food safety methods in a food business*, does not include the unit standard as an outcome. However, it does satisfy the requirements of the local council in the regions where it is being delivered, and additional training and assessment towards unit standards can be included by arrangement.

³ The final 2013 results for the National Certificate in Food and Related Products Processing were not yet available at the time of the EER. Burwater Pacific delivers a programme based on achievement of unit standards which credit towards the national qualification.

Examples of success by the many learners coming from non-English speaking backgrounds, and examples of success by learners with physical disabilities, were particularly notable. Burwater Pacific is able to respond effectively to a diversity of learners, and provided examples of this, but has limitations in self-assessment for effectively capturing and reporting on this aspect over time.

Learners and graduates report increased knowledge and competence in using safe food handling practices as a result of the training. Employers representing a diverse range of scale and type of business continue to purchase Burwater Pacific's training. The organisation is also able to add value by means of its food safety consultancy and specialist training work. The value added is in relation to supporting employers to strengthen food safety procedures and develop food control plans in anticipation of meeting the requirements of the proposed Food Bill currently before parliament.

Although there are some limitations in analysis of achievement using, for example, regional and demographic categories for the purposes of self-assessment and improvement, Burwater Pacific has a clear picture of learner achievement and effectively gathers feedback to review and improve achievement. Additionally, although Burwater Pacific describes the food safety training field as 'highly competitive and subject to change', and is aware of 'competitor' organisations, the PTE is not as yet engaging in any formal and documented comparison or benchmarking of how its programmes compare with other, similar training on offer.

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 **Good**.

Burwater Pacific provides food safety-related programmes that contribute to public safety, regulatory compliance and licensing of food establishments, therefore providing valuable outcomes for key stakeholders, including learners. Burwater Pacific establishes this value for its programmes through ongoing engagement with its client companies, which continue to purchase the PTE's services year-by-year. In the case of the national certificate programme, value is confirmed through on-job assessment and follow-up compliance audits, and by local territorial authority endorsement of the training as meeting licensing requirements. Records of stakeholder and employer engagement and discussions are kept and resulting improvements are tracked. Similarly, trainers record issues and observations made in the workplace, which contributes directly to maintaining the relevance and quality of the training.

The programme content is applicable and readily transferable to workplace settings – learners and graduates are using the knowledge directly in their work. Aggregated learner feedback provided to the evaluators confirmed this. An

employer interviewed at this evaluation, relating the training to observable impacts in the workplace, made the observation that, 'the level of knowledge on the shop floor is far greater, with staff asking good questions'. In addition, the value for some students is that the basic certificate provides an entry point 'qualification' for gaining food business employment.

Aggregated survey results, informal feedback by learners, and stakeholder feedback together confirm that the programmes are directly applicable to workplace practice, and hence contribute to wider food safety goals and strategies (for example at the urban authority level). This information is gathered through Burwater Pacific's self-assessment processes, and was verified during the evaluation process.

A close correlation between the higher-level objectives noted above is maintained by the PTE, and Burwater Pacific's consultancy work and engagement with, for example, Auckland Council, industry training organisations (particularly Competenz) and the Ministry for Primary Industries support the PTE's achievement of valued outcomes.

While Burwater Pacific is able to monitor progress of many supermarket employees through its consultancy audit work and repeat business, there is limited documented post-training follow-up of learners in the basic certificate programme.

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 **Good**.

Burwater Pacific's programmes and activities are developed and implemented based on the organisation's intentional close engagement with the needs of its key 'food business' clients, and demonstrate an excellent match with those needs. Repeat business includes many large companies and franchises over a number of years, and this serves to underline the continued relevance of Burwater Pacific's programmes to stakeholders.

The basic certificate, which is the bulk of Burwater Pacific's training in food safety, meets the Auckland Council requirements for food premises⁴ and is endorsed by the council as appropriate training. Holding the basic certificate is an entry point to employment into the food service sector for some graduates, and staff noted

⁴ 'All food premises are subject to regular inspections and must meet the food hygiene standards contained in the Food Hygiene Regulations 1974. From 1 July 2013 (1 November 2013 in the former Rodney, Papakura and Franklin District Council areas), in order to obtain registration, at least one person working in your premises must hold a certificate in basic food hygiene.' Source: Auckland Council 2013.

numerous food business employees in their own suburb who had completed the basic certificate with Burwater Pacific and are now employed in local cafés, restaurants and supermarkets. The basic certificate clearly aligns with regulatory authority, business and learner needs.

The national certificate programme has an integrated and holistic design which mirrors workplace practices within supermarkets and provides a framework for on-job learning and assessment. The unit standards are embedded rather than taught as stand-alone units. Competenz and the supermarket chain involved with this programme both strongly endorse the programme design and current delivery as matching industry needs.

The PTE is abreast of issues and debates in food safety. These issues are closely linked to the organisation's consultancy work and inform the training. Innovation is evident; for example, the VITAL 2 Allergen Management training component matches the needs of supermarket suppliers and smaller food manufacturers. Burwater Pacific is also developing a half-day Food Control Plan programme which will again match Auckland Council requirements and is in anticipation of the outcomes of the Ministry for Primary Industries review of current food hygiene legislation.⁵

In relation to self-assessment, student survey feedback is aggregated and used to make improvements. Examples of changes to content and teaching methods are referenced elsewhere in this report.

Stakeholder information is sought relatively informally through networks, contracts and audits, but is clearly shaping the content and delivery of the training. There is scope for more focused and documented analysis in this area of needs assessment and self-assessment.

⁵ 'A food control plan is a new risk management tool. It encourages food operators to take direct responsibility for providing their customers with safe food by giving them nationally consistent measures that are intended to help them manage food safety in their business. There are 2 types of food control plan – template or individualised.' Source: Ministry for Primary Industries 2013.

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 **Excellent**.

Burwater Pacific's programmes provide appropriate and current knowledge and skills around the principles, practices and risks of working in a food business. Graduates have a sound understanding of the practices that result in safe food. The teaching on these programmes is good, and Burwater Pacific monitors and evaluates teaching practice effectively.

According to the director, Burwater Pacific's approach to food safety training involves, 'deconstructing trainees' daily [workplace] activities and then relating each aspect to food safety – based around trainees' experience'. Aggregated evaluative feedback from learners, and observations by employers and supervisors provided to the evaluators, support the relevance and effectiveness of this approach.

The national certificate programme is a strong model of well-sequenced and paced delivery based on a programme design that integrates unit standards as assessment outcomes rather than topics. Assessment of the unit standards is largely workplace based, and follows appropriate formative assessment. A trainer made the observation that, '[Burwater Pacific is] looking for passion and excitement in students more than just competence'. Workplace assessment of the learners' skills and knowledge strongly links theory and practice. Adding value to this programme is the fact that Burwater Pacific is engaged as quality auditor by the supermarket chain, and is able in many cases to engage with learners and graduates to ensure that follow-through and on-job competence is demonstrated. This programme is a good model of effective work-based training.

Trainers are appropriately qualified and inducted, and performance reviews are conducted annually; supporting processes include written peer reviews and in-class observations by fellow trainers. The National Certificate in Adult Education and Training (Level 4) is set as a benchmark teaching qualification. The trainers also have significant background training and knowledge in food technology and public health-related fields. Close connections and regular meetings between trainers support consistent delivery, as evidenced by learner and stakeholder feedback surveys.

Trainers are engaged in internal pre-assessment moderation, and programmes are also subject to ITO and NZQA national external moderation, and in the latter case are working through concerns raised around Core Skills and Mathematics assessments. Internal post-assessment moderation is occurring, but any resulting changes or improvements were not as clearly evident. Burwater Pacific is, however, meeting all ITO and NZQA requirements, providing assurance that teaching and assessment are at the national standard.

Review and improvement to teaching materials are occurring regularly. The recent review of the national certificate programme included the content, methodology and

language level of assessments. Self-assessment and review, including reflective practice by trainers, has led to the introduction of more kinaesthetic modes of learning into delivery, and food temperature monitoring methods were boosted after observations made in workplace conditions during assessment. Self-assessment is being used to achieve a consistently clear understanding of the programmes, and curriculum review and change processes are systematic and intentional and clearly linked to maintaining high levels of learner achievement.

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**.

Burwater Pacific has effective processes and practices in place for offering appropriate levels of guidance and support for learners. Learner needs assessment is occurring from initial contact, and information gleaned from this is fed into the training. Burwater Pacific is responding particularly well to the needs of NESB (Non-English Speaking Background) learners, and is able to offer specific language-related support for those needing to complete the Basic Certificate in Food Safety course as restaurant and café owners or workers – a significant area of growth, particularly in Auckland City. Other examples of effective support include meeting the needs of a cohort of learners through the Auckland Deaf Society, and offering training at additional times and on different days to cater to hospitality business needs. Intentionally small learner cohorts on programmes afford trainers with the opportunity to provide one-to-one coaching where required. Guidance and support is timely and considered, and is appropriately responsive to the needs of learners.

The Tertiary Education Commission online Literacy and Numeracy for Adults Assessment Tool is being used for the national certificate students, and is informing trainers' understanding of individual learner needs. Although teaching materials are well structured and appropriate for this programme, there was little evidence of implementation of embedded literacy and numeracy using the Learning Progressions for Adult Literacy.

Of particular note, and directly linking to the high levels of achievement, there are sound strategies for supporting NESB learners (e.g. provision of learning materials translated into Cambodian, Korean and Mandarin and use of translators when required). The training utilises and incorporates actual workplace examples and scenarios ('we unpack what they do every day and look at it through a food safety lens'), and is tailored to match particular company requirements, especially those of franchise owners and corporates. There is flexibility in delivery to meet learner needs, within the scope of Auckland Council's programme approval and/or NZQA conditions around assessment.

Aggregated and individual learner feedback is being acted on, with a clear process in place for identifying low ratings as early as possible and responding as required. Positive feedback is also captured and shared among staff. Levels of guidance and support vary between the basic certificate and national certificate programmes, but in both cases is appropriate and efficiently implemented and is supporting consistently high levels of learner achievement.

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

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**.

Burwater Pacific is a soundly led and well-managed organisation where staff are valued, as evidenced by their collective decision to retain employment with the company following the 2012 merger with another PTE, which did not prove to be as successful as anticipated and led to Burwater Pacific remaining independent. All staff spoken to during the evaluation were fully supportive of the decision to disengage from the merger, and believed that the organisation had quickly stabilised and gained fresh momentum. This was evidenced by a new business plan, incorporating an annual plan and review component, which will guide projected growth.

As an alternative to a merger and the subsequent revision of strategy, a fledgling business advisory group has been formed. In addition, as a response to the need to strengthen assessment and moderation, an external consultant has been contracted to work directly with the trainers. The results of these actions are at an early stage, but evidence was provided to the evaluators that these changes have supported business continuity and led to improvements. For example, Burwater Pacific has established new premises that include excellent training facilities for small groups. The organisation's business plan is now reviewed on a quarterly basis. There is continuity of existing business, and new corporate clients have been engaged. Food safety training has continued at a range of sites, and new courses are currently under development.

Burwater Pacific keeps up to date with NZQA requirements, and has an approved training scheme⁶ – in this case based around the current national certificate delivery model. Burwater Pacific's director is active on the Competenz general food processing sector advisory group and is also a representative on the governance group for the Food Processing Targeted Review of Qualifications process, representing a food safety PTE prospective. Governance and

⁶ An amendment to the Education Act 1989 means that PTEs must provide at least one approved programme or training scheme each year to remain registered with NZQA.

management of Burwater Pacific are involved with and responding effectively to education sector changes.

The organisation is aware of but not particularly conversant with the educational performance of similar PTEs – albeit in what is described as a ‘highly competitive’ training environment. Basic food safety training is a requirement for many thousands of businesses, and there are ongoing tensions and debates around public safety and compliance costs which have a direct impact on the models of training being provided and also on the status of organisations offering such training. Burwater Pacific is in competition with numerous non-NZQA registered training providers.

However, while educational performance monitoring and continuous improvement of training materials and approaches is evidently occurring, new processes may be required to ensure that the full potential value of the new business advisory group is realised. Coupled with the new business plan and the recent appointment of a new staff member with marketing responsibilities, and the engagement of a staff development consultant, there are a number of recent initiatives which have yet to fully realise their collective potential impact on the effectiveness of governance and management in supporting 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 **Good**.

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

2.2 Focus area: Food safety

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 Burwater Pacific:

- Enhance the current student records system to strengthen and add value to current knowledge about educational performance and related self-assessment activities.
- In relation to the above recommendation, more closely monitor and analyse demographic information around learner achievement.
- Develop specific terms of reference for the business advisory group, with self-assessment and educational performance monitoring as key components, to strengthen the connection between the group's professional advice and the educational focus of the organisation.

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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