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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: 21 March 2018

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MoE Number: 9232
NZQA Reference: C25351
Dates of EER visit: 4 and 5 December 2017

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:	New Zealand School of Food Hygiene Ltd trading as Burwater Pacific
Type:	Private training establishment (PTE)
First registered:	1 May 1993
Location:	Level 2, 17 Rawene Street, Birkenhead, Auckland
Delivery sites:	29 Byron Street, Sydenham, Christchurch Also, in clients' workplaces and some temporary delivery sites.
Courses currently delivered:	<ul style="list-style-type: none">• Food & Related Products Processing (Level 2)• Basic Certificate in Food Hygiene (Training Scheme) (Level 2)• Authorised Liquor Seller
Code of Practice signatory:	No
Number of students:	Domestic: 233 (59 per cent New Zealand European, 8 per cent Māori, 3 per cent Pasifika)
Number of staff:	Seven full-time equivalents
Consents to assess:	<ul style="list-style-type: none">• National Certificate in Food and Related Products Processing (Level 2)• Basic Certificate in Food Safety (Level 2) (Training Scheme)

The full list of consents to assess can be viewed on the NZQA website at:

<http://www.nzqa.govt.nz/providers/nqf-accreditations.do?providerId=923248001>

Distinctive characteristics: Burwater Pacific is a small, specialist PTE which has been providing food safety training, including training for the sale of alcohol, 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 (Countdown).

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

Recent significant changes: A change of ownership occurred with the purchase of New Zealand School of Food Hygiene shares by Burwater Pacific. Shares in Burwater Pacific were then sold to NSF International in January 2016. NSF International is an American-based organisation which develops public health standards and conducts testing. This aligns well with Burwater Pacific's area of purpose and activities. The management of Burwater Pacific is New Zealand-based.

Previous quality assurance history: The previous external evaluation and review (EER) in 2014 resulted in an outcome of Highly Confident in educational performance and Confident in capability in self-assessment.

Burwater Pacific has met the external moderation requirements for Competenz, the ITO responsible for monitoring the quality of assessment of food safety unit standards.

The organisation did not meet NZQA national external moderation requirements in 2015, but has since met all requirements.

Other: Burwater Pacific also provides mystery shopping services and consultancy services in food safety compliance auditing.

2. Scope of external evaluation and review

The following courses were selected as focus areas for the EER:

- Food Safety Training

This covers the majority of the training provided mainly to Progressive Enterprises staff. This focus area includes the National Certificate in Food and Related Products Processing (Level 2) (approximately 450 students) and the training scheme, Basic Certificate in Food Safety (approximately 500 students).

- Authorised Liquor Seller

This is a new half-day course which has around 10 EFTS (equivalent full-time students – over 4,000 students) nationwide. Courses are delivered to Progressive Enterprises staff.

The rationale for this focus area is 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.

The EER visit was conducted at the Auckland head office over two days by two evaluators. The evaluators met with the director at head office then travelled to Countdown in Beachlands to talk to the food safety manager and employees who had attended both food safety and Authorised Liquor Seller courses. The team also spoke with the Burwater Pacific team leader education.

Documents reviewed as part of the triangulation of evidence included employer feedback, student feedback, student credit completion data and a provider agreement between Burwater Pacific and Competenz for the delivery of food safety training.

Disclaimer

The findings in this report have been reached by means of a standard evaluative process: <http://www.nzqa.govt.nz/providers-partners/external-evaluation-and-review/policy-and-guidelines-eer/introduction/>. They are based on a representative selection of focus areas, and a sample of supporting information provided by the TEO under review or independently accessed by NZQA. As such, the report's findings offer a guide to the relative quality of the TEO at the time of the EER, in the light of the known evidence, and the likelihood that this level of quality will continue.

For the same reason, these findings are always limited in scope. They are derived from selections and samples evaluated at a point in time. The supporting methodology is not designed to:

- Identify organisational fraud¹*
- Provide comprehensive coverage of all programmes within a TEO, or of all relevant evidence sources*
- Predict the outcome of other reviews of the same TEO which, by posing different questions or examining different information, could reasonably arrive at different conclusions.*

¹ NZQA and the Tertiary Education Commission (TEC) comprehensively monitor risk in the tertiary education sector through a range of other mechanisms. When fraud, or any other serious risk factor, has been confirmed, corrective action is taken as a matter of urgency.

Summary of Results

Statement of confidence on educational performance

NZQA is **Highly Confident** in the educational performance of **New Zealand School of Food Hygiene Ltd trading as Burwater Pacific**.

The key reasons for this judgement are:

- Students acquire relevant knowledge of food safety legislation and the practical skills for handling, preparing and storing food safely to ensure public safety. These qualities are demonstrated by the low rate of illness attributable to food handling by employees of the key client.
- Students gain increased knowledge and confidence in applying the intent of the Sale and Supply of Alcohol Act (2012) using appropriate strategies, which results in increased compliance with regulations for the key client.
- Learning activities are engaging and match the students' needs, evident from the high levels of course satisfaction and the continued training relationship with a key client. Students are also increasing their literacy skills as measured using standard tests before and after training.
- Management provides clear direction and resources, including experienced and qualified staff, to support quality learning outcomes.

Statement of confidence on capability in self-assessment

NZQA is **Confident** in the capability in self-assessment of **New Zealand School of Food Hygiene Ltd trading as Burwater Pacific**.

The key reasons for this judgement are:

- Burwater Pacific is monitoring students' course completions and training demand to ensure courses meet the needs of the clients and students for timely training and assessment to fulfil employment expectations.
- Burwater Pacific systematically monitors the impact of the training it provides.
- However, there is no systematic analysis of how many students gain the Basic Certificate in Food Safety. Improved student management system reporting and better communication with the ITO, along with informing students of the training pathway available, would help to identify any barriers to learning and improve completions.
- Good processes are in place to manage the consistency of delivery with relevant, current and engaging training materials and activities. Tutors meet regularly and review training using input from peers and stakeholders, including

student feedback. The moderation processes are suitable and a more systematic approach is under development, which aims to involve all tutoring staff to maintain consistency.

- An organisational process for checking compliance with NZQA rules would enhance current compliance management to ensure all requirements are effectively accounted for, such as temporary site notification.

Findings²

1.1 How well do students 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**.

For the food safety certificate, the course pass rate for all learners, and for both Māori and Pasifika learners, is nearly 100 per cent. The reason for the high rate of achievement is that students are employed in supervisor positions in a supermarket, often for more than a year, and receive on-job training that provides them with the underpinning knowledge and practical experience being assessed. Students usually complete the certificate within a nine-month period. Generally, reasons for non-completions are because students leave the place of employment, although those that move to another employer have another opportunity to complete.

The results of pre-course and post-course literacy and numeracy assessments show a consistent improvement in students' literacy skills. The increase is attributed to the change to smaller class sizes in 2016 which provides students with better one-to-one coaching.

Burwater Pacific does not collate overall qualification achievement to identify trends in achievement by ethnicity, region or by workplace. This information would inform both the provider and the ITO, Competenz, about where improvements could be made to support trainees and monitor the effectiveness of the training arrangements. Currently, the ITO and Burwater Pacific monitor the average credit achievement rate as an overall indicator of achievement.

The pass rates for the Authorised Liquor Seller course are also very high and the training is directly related to the learners' employment. The employer requires employees to successfully complete the training before they allow them to make sales of liquor to the public.

² 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 students?

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's training provides valuable outcomes for both learners and employers. Burwater Pacific has a long-established relationship with Progressive Enterprises, which own supermarkets around New Zealand and in Australia. The ongoing relationship demonstrates the value of the training in relation to the client's need for employees to have current knowledge of food safety legislation and the practical skills for handling, preparing and storing food safely to ensure public safety. The achievement of this valued outcome is supported by the number of food-safety related complaints investigated on behalf of Progressive Enterprises. None of the complaints of food-based illness have been attributable to food handling problems.

The Authorised Liquor Seller courses were developed as a result of concerns about a client's 2016 failure rate to meet regulatory compliance checks conducted by the police and by Burwater Pacific's mystery shopper consultants. Non-compliance with the requirements for selling liquor has very large financial consequences for supermarkets. Just over a year after the training was implemented across Progressive Enterprise stores, the compliance failure rate has fallen by over 80 per cent, showing that the training has met the organisation's goal to reduce the rate of non-compliances. Anecdotal feedback stated that the course has contributed to increased staff confidence in applying the legislation and applying appropriate strategies to challenge people, which led to the increased compliance with regulations.

1.3 How well do programme design and delivery, including learning and assessment activities, match the needs of students and other relevant 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**.

Burwater Pacific has a clear focus on meeting the needs of learners, their employers and other clients. The success of this approach is evident in the industry relevance and outcomes of the programmes provided. Courses are tailored to the requirements of the key client, Progressive Enterprises, to meet legislation and operational requirements for compliance in food safety and the sale of alcohol. The food safety course is part of the Basic Certificate in Food Safety,

which is required by Countdown's supervisors for their role. The main part of the training is delivered on the job, with attendance at a two-day course to consolidate the learning and carry out assessments. Students complete the follow-up assessments on the job to achieve the certificate, awarded through the ITO.

The materials used for training on short courses are developed by Burwater Pacific to cater for different learning styles, with symbols used to prompt tutors about various ways each activity could be delivered. Burwater Pacific also incorporates a local theatre sports company to conduct realistic role-plays for students on the Authorised Liquor Seller course so they can practise the skills they need to apply when on duty. Students spoken to by the evaluators and end-of-course surveys reported that the activities were varied and interesting and successfully engaged them in their learning.

Tutors have industry experience as well as adult education qualifications, or are completing them. Consistent approaches to training are enhanced as all tutors are provided with a kit containing all of the course activities and assessment guidelines. Tutor performance is monitored through student surveys. Burwater Pacific also holds regular trainer workshops where tutors review materials and discuss practices using student feedback and peer observations.

Burwater Pacific checks that all the assessment materials are suitable when it develops or makes any changes to resources. Students' assessments are reviewed by the director and samples are retained for external moderation. Burwater Pacific has met all external moderation requirements, including those of NZQA and Competenz. The director and the newly appointed team leader education are developing a moderation schedule with moderation activities that involve all tutors.

The organisation is managing the current waiting list of clients wanting the food safety courses to ensure they can provide timely training when employees are promoted to a supervisor position. This is supported by the recent implementation of a student management system with better reporting capabilities, and the recruitment of more tutors.

A review of course attendees identified an upward trend in students enrolling with English as a second language. As a result, the organisation has reduced the maximum class size to provide more individual attention from tutors. This has led to a positive difference in students' levels of understanding and literacy levels.

1.4 How effectively are students supported and involved in their learning?

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**.

Students' progress towards completing the certificate is monitored by the organisation to identify any barriers to learning. However, not all students interviewed were aware that they were enrolled in training towards a certificate, and this indicates some weakness in the advice provided to students to assist them in their development. As mentioned, reducing class sizes was a strategy to improve engagement for students with English as a second language, but has helped improve learning for all.

The tutors are effectively using techniques to create a safe, positive learning environment for its short courses. Practical exercises help to reinforce the learning outcomes, and the end-of-course surveys show that students are engaging in their learning and report increased confidence in their role following the training. The key reason for this is the integration of workplace practices into the learning activities, which students relate to.

1.5 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 **Excellent**.

Burwater Pacific is an innovative organisation and is receptive to using technology to enhance training and is actively investigating novel ways of doing this. The organisation has complementary business activities, that is, food safety audits and mystery shoppers, that help to inform training direction. The parent organisation, based in America, is not involved in the day-to-day activities but has a good understanding of the sector Burwater Pacific operates in and is supportive of new business opportunities identified by the director.

The organisation has a long-established relationship with its key client to ensure that training is focussed towards students' achieving desired outcomes. The organisation has shown responsiveness to stakeholder needs with the delivery of courses nationwide. Courses are well resourced with appropriate sites, learning materials and capable tutors to deliver the courses. Burwater Pacific has a provider training agreement with Competenz outlining its training requirements and responsibilities, with the ITO responsible for monitoring the quality of the training.

The organisation supports staff professional development in teaching and related activities. The recent review of the management team has enabled the director to focus on other areas of the business while continuing to deliver quality training. The recently implemented student management system will enable better monitoring of overall achievement and possibly provide capacity for generating refresher reminders.

1.6 How effectively are important compliance accountabilities managed?

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 organisation's most important compliance accountabilities are being well managed. However, there is a gap in not notifying NZQA when temporary sites are used. Most delivery occurs in suitable training rooms within the students' workplaces, and temporary sites are used for the delivery of some short courses. The proportion of courses offered from temporary sites is small, and although the organisation has a system in place to monitor the suitability of the temporary sites used, it has not notified NZQA of their use.

Focus Areas

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

2.1 Focus area: Food Safety Training

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: Authorised Liquor Seller

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 New Zealand School of Food Hygiene Ltd trading as Burwater Pacific:

- Improve website information and pre-enrolment information to ensure students enrolled in the Basic Certificate in Food Safety (Level 2) understand the full training and assessment requirements to complete the certificate.
- Analyse data on how many students complete the certificate to identify areas for improvement.
- Develop an organisational process to regularly check compliance with all NZQA rules.

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/>.

NZQA

Ph 0800 697 296

E qaadmin@nzqa.govt.nz

www.nzqa.govt.nz