

# Report of External Evaluation and Review

The Energy Trainers Limited

Highly Confident in educational performance

Highly Confident in capability in self-assessment

Date of report: 1 May 2013

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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:	The Energy Trainers Limited (Energy Trainers)
Type:	Private training establishment (PTE)
Location:	93B Rifle Range Road, Taupō
Delivery sites:	<p>The above address is the management administration office and trainer workplace. No training is delivered at this site.</p> <p>The majority of training is delivered in the workplace or at hired premises in Taupō township.</p>
First registered:	18 May 1992
Courses currently delivered	<p>High Voltage Industry Training:</p> <ul style="list-style-type: none"><li>• High Voltage Electrical Industry Health and Safety compliance courses</li><li>• Health and Safety Generation Work Control i.e. Authority Hazard Management, and Permit Holders competencies</li><li>• Transpower Site Entry and Work Control competencies</li><li>• Powerco Site Entry and Work Control competencies</li><li>• Confined Space and Gas Testing competencies</li><li>• Working at Heights competences</li><li>• High Voltage Switching and Earthing</li></ul>

competencies

- Core Electrical High Voltage Plant Technology

Distance Learning Packages:

- Introduction to Operating Principles
- Introduction to Electrical Plant Technology
- Intermediate Plant Technology – Supply
- Intermediate Plant Technology – Generation
- Intermediate Plant Technology – Hydro
- Introduction to Steam Turbine Principles
- The Electric Power Station
- Advanced Steam Turbine Principles

Code of Practice signatory N/A

Number of students: In 2012, 1,845 trainees enrolled in training on either the one-day or four-day course with Energy Trainers. All trainees are employed in the high voltage electricity industry. During this period, approximately 30 training courses were delivered each month, with some 325 courses delivered in 2012.

Number of staff: Three full-time trainers, two part-time trainers and two part-time administration staff

Scope of active accreditation: Individual unit standard accreditation:

- 18273 Demonstrate Knowledge of the composition, properties and principles of electricity
- 18274 Demonstrate knowledge of electricity supply networks
- 18275 Demonstrate knowledge of the New Zealand electricity supply industry
- 12390 Demonstrate knowledge of electricity supply systems
- 19323 Demonstrate knowledge of single and three phase transformers used in the

electricity supply industry

- 19324 Demonstrate knowledge of the theory and operation of switch gear in the electricity supply industry
- 19325 Demonstrate knowledge of the fundamentals of electricity generation in New Zealand
- 19481 Demonstrate knowledge of electricity supply protection equipment
- 16281 Maintain and update operating log for electricity supply operational purposes
- 20091 Read and interpret single line diagrams in the electricity supply industry
- 20093 Develop and action an operating sequence in the electricity supply industry
- 12387 Operate electrical switchgear in the electricity supply industry
- 20090 Carry out switching operations on metal clad switchgear
- 12296 Apply earths to and remove earths from electrical conductors, plant and equipment
- 10507 Use personal protection equipment within an electricity network environment
- 17026 Demonstrate knowledge of safe entry into restricted areas in an electricity supply environment
- 18038 Demonstrate knowledge of and apply health and safety in the electricity supply environment
- 17025 Carry out a rescue from an electrical structure
- 17028 Demonstrate the requirements for holding permits on high voltage electrical equipment
- 18037 Plan a confined space entry in the electricity supply industry

- 17599 Plan a confined space entry
- 18426 Demonstrate knowledge of hazards associated with confined spaces
- 17600 Explain safe work practices for working at heights
- 17602 Apply hazard identification and risk assessment procedures in the workplace
- 25510 Operate an atmospheric testing device to determine a suitable atmosphere exists to work safely
- Accreditation with ESITO levels 1-5
- Accreditation with NZITO levels 1-4

Distinctive characteristics: For the last 14 years Energy Trainers has provided training and upskilling to employees from the electrical supply industry. The organisation works with contractors from major electrical supply companies to provide specific training in compliance safety in electrical high voltage generation, transmission and distribution.

Previous quality assurance history: The TEO was quality assured by the Electrical Supply Industry Training Organisation (ESITO) on 12 December 2012. The moderation report concluded that the TEO has strong processes and procedures in place. The organisation incorporated ESITO assessment packs and sufficiency policy into its unit standards assessment practice. There were no areas that required review or modification evident at this visit.

## 2. Scope of external evaluation and review

Prior to the external evaluation and review (EER), discussions were held between the training manager and NZQA lead evaluator. The following focus areas were selected for inclusion in the EER scope. These courses encompass provision of short course training (five days or fewer, or 50 hours or fewer) offered to employees in the electrical supply industry. These include:

- Confined Space Entry (CSE)
- Generation Work Authority/Hazard ID (WAC)

- Contact Energy Nominated Competency Person (NCP)

Governance, management and strategy was also included in the EER scope as a mandatory focus area, in accordance with NZQA policy for all tertiary education organisations.

Energy Trainers is a small training provider and the two focus areas were sufficient to give the evaluation team a fair account of the organisation.

### 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 of Energy Trainers was conducted at its office premises in Taupō by a team of two evaluators over a one and half-day period.

Interviews were held with the two owners, who are also the managing directors of the company, as well as with the trainers. The external stakeholder group interviews included: industry training coordinators, ESITO moderators, the New Zealand Industry Training Organisation (NZITO) moderator and trainees. Telephone interviews were also conducted with one trainer and past trainees.

Documents, including a self-assessment report, profile information and organisational structure and programme-specific documents were also reviewed on site to support evaluative conversations.

# Summary of Results

## Statement of confidence on educational performance

NZQA is **Highly Confident** in the educational performance of **The Energy Trainers Limited**.

Since 2009 the achievement rate for all training courses delivered has been 92 per cent, and in the last 12 months this has increased to 98 per cent. In 2012, of the 1,845 trainees who undertook the training, only 18 or (1 per cent) received a 'not yet competent' result. The reason for each non-achievement of course requirements is outlined in a detailed report, and the results are fed back to the trainee and the employer.

Energy Trainers customises its training to meet stakeholder and trainee needs through providing practical and compliance-based programmes that have immediate usefulness in the workplace.

Trainees acquire the essential skills necessary to respond effectively to safety requirements in their respective workplace sites. Energy Trainers identified that the majority of trainees complete assessments at their first attempt for the course they enrol in. The trainers vary their teaching delivery to suit different learning styles and needs, and look for different approaches to support those trainees who are having difficulty.

The training delivered by the organisation is highly valued by key stakeholders, who recognise Energy Trainers as a preferred provider because of its flexibility, responsiveness, know-how and provision of not just training packages but training that is adapted to recognise industry needs. The value provided to the sector and the trainees is further evident through repeat business and refresher courses which are scheduled into the organisation's training plan two years in advance.

## Statement of confidence on capability in self-assessment

NZQA is **Highly Confident** in the capability in self-assessment of **The Energy Trainers Limited**.

Self-assessment at Energy Trainers is continuously developing, with current processes and practices involving all staff and very good information which is used to understand and respond to trainee and stakeholder needs. There is evidence of robust training and administrative systems and practices, which are well recorded and used to make improvements. These include changes made to discontinue some courses and introduce others.

Trainee achievement at the organisation is consistently high. Nearly all trainees successfully complete the on-site training and distant learning packages. These results reflect a consistent focus by the organisation's trainers to provide excellent



tuition and ongoing support that meets the various needs of the individual trainee and is appropriate to their varied educational credentials.

As well as achieving the learning outcomes of specific industry and unit standards, trainees are gaining useful skills and knowledge which they are applying in the electrical supply industry. Trainees interviewed by the evaluation team were confident that the training equips them with the additional compliance skills they need to enhance their current employment, and in some cases resulted in higher duties responsibilities.

Effective self-assessment practices are used to maintain high levels of trainee achievement. Stakeholder and trainee input and feedback is obtained through email, phone and face-to-face discussions with the industry training coordinator before, during and after training. Staff work effectively with the training coordinator (who selects the trainees) to ensure both trainee and employer expectations are understood and met. Anecdotal evidence provided through stakeholder interviews consistently confirmed that the organisation's proactive approach to understanding current training needs, identifying gaps in the industry and responding to industry trends and future training needs is highly valued by the sector. Examples include development of training resources incorporating feedback from ESITO, and keeping up to date with industry standards through accessing the Electricity Engineers' Association website to ensure the training is meeting the compliance regulations of the day. These additional quality assurance checks ensure that compliance health and safety requirements meet both the stakeholders' and the organisation's needs.

There is complete transparency of information on course completions, the reasons for any poor completion and what is required for completion. An achievement plan is kept for each trainee, in addition to their individual industry compliance pass book, which is a report on what course components have been completed and what are still to be undertaken, and this is regularly updated. The plan is made available to the trainee, training coordinator and employer. Achievement data is recorded on all courses with respect to competent and not yet competent completions. However, it was noted that the current client management system software had limitations in terms of the speed of its operation.

# Findings<sup>1</sup>

## 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**

Over the past three years there have been high course completion rates across all courses delivered of over 92 per cent, with an achievement rate of 98 per cent for the past 12 months. Of the 1,845 trainees who enrolled in the training in 2012, only 1 per cent (18 trainees) did not achieve satisfactory completion of course requirements. The reasons are known, and this information has been related back to the employers. In most of the 18 cases, the not yet competent achievement related to literacy and numeracy gaps, lack of English language skills or non-compliance in the use of safety gear. In such cases, the trainee is reported in the compliance pass books as partially achieved and must re-sit some or all of the assessment. Reviewing the pre-enrolment selection and learner assessment process between Energy Trainers and the training coordinators will ensure barriers to trainee success and achievement are further minimised.

The majority of trainees achieve successful course completion on their first attempt. The organisation said that it was rare for trainees not to be awarded a competent mark. This high rate is due in part to the support provided by the trainers, who spend additional time with trainees as required, and modify the ways of presenting information to meet their various needs and learning styles. The trainee feedback undertaken at the end of each course is an important data set for self-assessment of the organisation. The information gathered is used to inform further self-assessment strategies related to improving and raising trainee achievement. First, the tutor responds to any concerns identified in the trainee feedback, and writes a brief comment about the trainee's progress towards course completion, which goes to their respective training coordinator. Often this will result in immediate verbal or email informal feedback from the training coordinator. Secondly, the tutor's report on trainee achievement is related back to the trainee plan provided to all trainees and their employers. The small size of the organisation enables it to provide ongoing, clear processes for self-assessment almost immediately, with positive results.

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<sup>1</sup> 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 **Excellent**.

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

Through completion of the Energy Trainer programmes, trainees fulfil their obligations to their employer and, by demonstrating knowledge of workplace compliance, are able to work in the electricity supply industry. Several trainees said the programmes enhanced their industry knowledge and skills, and made it easier for them to gain industry-specific standards. Energy Trainers has a solid database of information on the long-term outcomes achieved by its trainees, which it uses to refine its training delivery.

Employers appreciate Energy Trainers' readiness to customise its training packages to meet identified industry requirements. In general, employer feedback gathered by this provider confirms that its programmes lead to real workplace benefits, such as improved safety and compliance and an increased ability to meet regulatory requirements.

The organisation's management says that an increasing proportion of trainee enrolments or new learning initiatives come about through recommendations from employers, co-workers and ex-trainees, which have led to repeat and refresher training opportunities with companies and businesses. This is a further positive indication of the value trainees and employer groups place on their learning experience and engagement.

The trainees value the one-to-one support and small group work to help meet their employment aspirations. This was affirmed by the end-of-course evaluations and other feedback sighted by the evaluation team, as well as interviews with past trainees.

## 1.3 How well do programmes and activities match the needs of learners and other stakeholders?

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

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

All course activity is delivered within either a one or four-day course delivery timeframe. Training delivery time is flexible, depending on industry requirements, and may include weekend classes. This flexibility is highly valued by employers. Each trainer takes responsibility for keeping up to date professionally in their respective area of expertise, and this expertise is shared with stakeholders to inform their training and safety needs. Stakeholders interviewed by the evaluation team said the managing directors of Energy Trainers had a good reputation as

being extremely knowledgeable, experienced and diligent in abiding by legislation for the electricity supply industry.

Energy Trainers' business is closely aligned to industry needs. When the organisation was first established, training courses were based on 'best practice' of the day, as well as ensuring industry needs were being met. Energy Trainers has since expanded its course offerings as a result of business growth and improved developments in industry. Most contracting carried out by the organisation follows the process of evaluating the needs of the trainee or industry provider, planning and delivering the training, reviewing the training post-delivery, making any necessary changes and comprehensively reviewing the courses with all stakeholders at completion. Many industry contracts require detailed reporting on results and outcomes.

The organisation maintains contracts by being very responsive to stakeholder needs, having training outcomes that are clear and measurable and being well informed by industry requirements. Wide-ranging feedback from trainees interviewed, from trainee evaluation of the delivery and design of courses and from stakeholder feedback affirmed the reasons why Energy Trainers was their 'trainer of choice'. Many of the organisation's original clients continue to use its training services today and remain highly satisfied with the training offered.

#### 1.4 How effective is the teaching?

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

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

Trainee feedback consistently attested to the effective teaching provided by Energy Trainers. Typical comments included: 'able to adapt their teaching style', 'gets people to the requirement needed', 'exceedingly good in role-playing and questioning'. It was evident to the evaluators that the training provided by the organisation is highly effective because of the industry knowledge, experience and genuine commitment of the trainers, and their ability to find a balance between the theory and practical elements to ensure trainees stay actively engaged.

Energy Trainers regularly carries out peer observations, which assist consistency of training outcomes. In addition, the ESITO moderator and client training coordinators ensure that training delivery meets compliance health and safety requirements, and is up to date and relevant to the specific needs of the clients.

Through ongoing self-assessment, the trainers have identified the need to increase their awareness of the specific workplace environment and to collect information to understand the best approach to reducing potential barriers to trainee achievement.

Energy Trainers is a small organisation with three full-time and two contracted training staff. The evaluation team observed a high level of respect and rapport between the trainers, and a high level of communication and engagement.

Interviews with past trainees confirmed that these same features are present in the delivery of the courses.

All the trainers have extensive industry experience in high voltage electricity supply and are qualified adult educators. Regular trainer meetings ensure that reflective practices of sharing experiences, ideas and resources are captured and recorded, and there is good evidence of effective reflective practice leading to positive change for the learners. Energy Trainers' commitment to staff professional development includes continually developing new skills and extending existing knowledge, and attendance at the annual ESITO conference.

### 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**.

There is a high level of support and guidance provided to the trainees – who have been selected by their employers to undertake the training – within the confines of a short regulatory course structure. Prior notice of specific trainee challenges is sought to ensure that appropriate resources and delivery methods are made available if required. Small class sizes of between six and eight trainees enable one-to-one attention and support. Trainers respond to different learning needs by using a range of methods such as oral assessment, role-play presentations, one-to-one support and changing theory and practical elements to ensure relevance.

Energy Trainers is highly effective in meeting the needs of its trainees in limiting barriers to achievement. The organisation works closely with employers, ESITO and NZITO to ensure that each trainee is equipped for practical delivery and that the workbooks are up to date and meet the regulatory compliance requirements of the day. All parties involved – employers, moderators and trainees – attested to the effectiveness of this approach in encouraging supportive, quality relationships leading to a high level of trainee completions.

Some trainees travel to Taupō to carry out the training courses, or the trainers will conduct the training delivery on site either on company premises or at hired premises in Taupō. All trainee course costs, including accommodation, are met by employers. Each course has an information handbook and trainees are provided with specific course workbooks. Trainees interviewed said they not only received good support from their respective employers and Energy Trainers, but that the trainers had extensive industry knowledge and ability in relating their industry experience that connected theory to practice.

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

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

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

Energy Trainers' business is built on a wide-ranging quality management system and a robust strategic plan. The integrated governance and management team, while having distinct aspects, works well together. The business plan records quality improvement initiatives, and these are reviewed and discussed at the annual general meetings. The shift in focus to extending the current client base to include tanker companies is an example of this, and work is ongoing in this area.

Energy Trainers assesses staff capacity and builds capability where required. Trainers are assigned to industry sites and/or contracted to maximise delivery efficiencies and meet employer timeframes and site-specific requirements.

The leadership model is inclusive and proactive and all staff are involved in the annual review of educational performance and the organisation's self-assessment. There was clear evidence of good teamwork. The directors have complementary skill sets and are actively engaged in upskilling themselves and their staff. Having a clear purpose focusses decision-making and improves the organisation's effectiveness.

Energy Trainers is a reliable, learner-centred trainer where the benefits of effective self-assessment have led to ongoing, continuous improvement. The organisation contributes to the professionalism of this industry sector by continuously improving the quality of the training offered through effective self-assessment, including ensuring that the training resources and methods are supported by reputable, relevant and up-to-date information. Both directors are members of the Generation Procedures Group and the Electrical Engineers Association. These professional affiliations and strategic relationships provide the organisation with industry and market credibility, as well as ensuring that the organisation remains current with new developments in the industry.

## Focus Areas

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

### 2.1 Focus area: Governance, management and strategy

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

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

### 2.2 Focus area: Selected programmes

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

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

# Recommendations

NZQA recommends that Energy Trainers consider whether its current client management system could be upgraded or replaced in order to speed up some of its self-assessment processes.



# Appendix

## Regulatory basis for external evaluation and review

*Self-assessment and external evaluation and review are requirements of programme approval and accreditation (under sections 249 and 250 of the Education Act 1989) for all TEOs that are entitled to apply. The requirements are set through the Criteria for Approval and Accreditation of Programmes established by NZQA under section 253(1)(d) and (e) of the Act and published in the Gazette of 28 July 2011 at page 3207. These policies and criteria are deemed, by section 44 of the Education Amendment Act 2011, to be rules made under the new section 253.*

*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 programmes they own or provide. These criteria and policies are also deemed, by section 44 of the Education Amendment Act 2011, to be rules made under section 253. Section 233B(1) of the Act requires registered PTEs to comply with these rules.*

*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 EER process 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](http://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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