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# Report of External Evaluation and Review

C4 Group Limited

Highly Confident in educational performance

Highly Confident in capability in self-assessment

Date of report: 25 May 2017

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*Final Report*

# Purpose of this Report

*The purpose of this external evaluation and review report is to provide a public statement about the Tertiary Education Organisation's (TEO) educational performance and capability in self-assessment. It forms part of the accountability process required by Government to inform investors, the public, students, prospective students, communities, employers, and other interested parties. It is also intended to be used by the TEO itself for quality improvement purposes.*

## Introduction

### 1. TEO in context

Name of TEO:	C4 Group Limited (C4)
Type:	Private training establishment (PTE)
Location:	Onehunga, Auckland
Delivery sites:	Head office and training centre, as above. Other training occurs at sites throughout New Zealand, depending on client needs.
First registered:	2011
Programme and short courses currently delivered	<p>C4 delivers programmes, courses and unit standards in the following security industry fields:</p> <ul style="list-style-type: none"><li>• National Certificate in Security (Level 2) (NZQA-approved programme)</li><li>• National Certificate in Security (Level 3) with strands in Site, Mobile Patrols, Event, Noise Control, Secure Transport, Community Security, Court and Retail Security (NZQA unit standards)</li><li>• National Certificate in Security (Level 4) with Team Leader and Senior Security Officer strands (NZQA unit standards)</li><li>• National Diploma in Security (Level 6) (NZQA unit standards)</li><li>• Mandatory security guard licensing requirements for Certificate of Approval (NZQA unit standards)</li></ul>

- Conflict Management Instructor training (one of only two New Zealand organisations authorised by The Skills Organisation (industry training organisation)).
- Self-defence (non-NZQA)
- Airline Security Training (non-NZQA)
- Personal Guard (non-NZQA)
- Bomb Threat (non-NZQA)
- Control and Restraint Training (non-NZQA)
- Calming and Restraint (non-NZQA)
- Professional Investigator (non-NZQA)
- Security Consultant (non-NZQA)
- Port Facility Security Officer (non-NZQA)
- Ship Security Officer (non-NZQA)
- Company Security Officer (non-NZQA)
- Armed Robbery Survival training (non-NZQA)
- Specialist security programmes (non-NZQA) (client needs-based)
- Occupational Health and Safety

C4 also delivers unit standard-based training in the following areas:

- First Aid
- Emergency Management (CIMS 2 and CIMS 4)

Code of Practice signatory?	No
Number of learners:	Domestic: approx. 1,000 (all part-time) International: nil
Number of staff:	Four full-time equivalents (two directors, one instructor, and one administrator) plus starting 3 April 2017: one further full-time administrator and a full-time instructor; plus contractors as required.
Scope of active	C4 holds consent to assess in a variety of domains and unit standards in the areas of security,

accreditation:	emergency management, and communication up to level 5, and first aid (unit standards 26551, 26552 and 25459) and occupational health and safety to level 4.
Distinctive characteristics:	<p>C4 is currently the largest provider of security training in New Zealand, spanning a wide range of industries from security companies to airlines to community volunteer groups. C4 offers the largest suite of security industry programmes available and is the only security training organisation to provide national coverage from Kaikohe to Invercargill.</p> <p>C4 delivers training programmes nationally using blended learning programmes including distance, classroom-based and one-to-one teaching methodologies.</p> <p>C4 was first registered as a PTE in December 2011. Prior to that date, the organisation was providing training for approximately 10 years under the accreditation of an associated provider.</p>
Recent significant changes:	<p>The PTE moved from temporary training sites to a permanent new site in Onehunga, Auckland in 2015 which has two classrooms and tearoom facilities for trainees.</p> <p>Staff issues through 2015-2016 had a significant impact on the organisation and a negative impact on other staff and systems and processes, but no direct impact on trainees. The staff have since left and have been replaced with new administration employees to oversee the main administrative areas including proper and optimum use of the student management system.</p> <p>C4 has only recently started receiving fees from students for national qualifications as they are generally paid by the trainees' employers or as a one-off fee for service (short courses). Fees are protected under a NZQA-approved scheme with the Public Trust.</p> <p>C4 currently has a contract with the Ministry of Social Development to deliver a three-day Security Employment Skills course to selected clients with a view to employment in the security industry. This</p>

contract is for 75 places in the July 2016-June 2017 financial year.

Previous quality assurance history:

No previous quality assurance history since registration.

NZQA last externally evaluated C4 in April 2013. NZQA was Confident in C4's educational performance and capability in self-assessment, with no recommendations noted.

The NZQA national external moderation report for 2016 states that C4 did not meet all moderation requirements.

Of four standards moderated for the 2014-2016 period, assessor decisions were accepted for six of nine learner samples. C4 was required to submit an action plan for two unit standards. Materials were approved for two standards. Modifications, including for not using an expired standard, were required for the other two. C4 says it is the only tertiary education organisation currently delivering unit standards towards the National Certificate in Security (Level 4) (Team Leader), within which the latter two unit standards sit.

NZQA was satisfied with the action plan submitted by C4. C4 predominantly uses The Skills Organisation assessments for training programmes approved by NZQA.

External moderation completed by The Skills Organisation noted that C4 met the requirements of two of the three samples, with the Skills Organisation asking C4 to consider the moderator comments on the marking of one assessment.

C4 was the first security training provider to be audited by The Skills Organisation for the Skills Certified quality assurance certification which was awarded in September 2015. Only three other providers currently hold the certification.

Other:

The chief executive and managing director are active members of various associations including:

- Association of Emergency Care Training

#### Providers

- American Society of Industrial Security
- New Zealand Institute of Professional Investigators
- Security Institute of New Zealand.
- World Association of Detectives
- Entertainment Venues Association of New Zealand (Emergency Management)
- Security Trainer Association (Australia)
- New Zealand Security Training Association (chairperson)
- Security Institute of New Zealand (chief executive officer)
- Institute of Directors

## 2. Scope of external evaluation and review

The following focus areas were selected for the external evaluation and review (EER):

- Mandatory security units to gain the Certificate of Approval licence which is required by law to work as a security guard and consists of three unit standards. This was selected as a focus area because it is the biggest programme area and the core of C4's business. The evaluation team also included the National Certificate in Security (Levels 2, 3 and 4) in their discussions.
- First Aid – selected because it is the second most popular training area and also because of the focus on delivery hours in this sector.

## 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 was conducted in February 2017. Prior to the EER visit, the lead evaluator visited the Auckland head office and met with the managing director. The

evaluators spent two days at the C4 site in Auckland, where they reviewed a range of documentation and met with the chief executive, managing director, the administration support person and various instructors – many of whom are graduates of C4 programmes.

Telephone interviews were held with four of C4's clients. The evaluation team also spoke to The Skills Organisation, the industry training organisation responsible for security services.

# Summary of Results

## Statement of confidence on educational performance

NZQA is **Highly Confident** in the educational performance of **C4 Group Limited**.

The directors have a clear purpose and direction, are well organised and have created a leading organisation in the security sector. The key organisations in the security field and The Skills Organisation were unreserved in their commendation of the strong leadership C4 provides to the industry and noted how well respected they were by industry groups, staff and graduates.

This EER confirms that C4 has undertaken effective work around quality processes since the last EER and has embedded systematic, whole-of-organisation analysis of its management, achievement, teaching and learning, support and performance into its activities. C4 is aware of the effects of its training on the overall outcomes of the industry and interacts with stakeholders constructively and suitably for the size of organisation and type of training offered. C4 has ensured that important compliance matters are addressed regularly and managed well.

C4 is the largest provider of security training in New Zealand, with a throughput during the last four years of over 10,000 trainees, accounting for over 40 per cent market share. This indicates that the industry believes that the training delivered by C4 meets its needs. Achievement at C4 is excellent, with 98-100 per cent pass rates in security training over the past four years. C4 has trained and assessed 394 learners in first aid since November 2015, with a 100 per cent pass rate.

Many of the learners are employed, and so the skills and knowledge gained are immediately applicable to the workplace and are valued by both the employee and employer. The quality of the training provided at C4 was affirmed by a range of stakeholders who described the graduates as work-ready with up-to-date knowledge and skills required for their role in the industry. C4 graduates have demonstrated their ability to cope in difficult or demanding situations where security is compromised.

C4 is fully involved in programme development, and The Skills Organisation notes that C4 has taken a lead role in ensuring new qualifications have a good fit with the industry, both nationally and internationally.

C4 engages well with its clients and industry and has worked hard to gain a very high reputation in the security marketplace, with The Skills Organisation and, most importantly, with learners. Courses offered by C4 make a valuable contribution to the industry and community as they have an appropriate mix of theory and practice and are delivered by well-qualified and professional teachers using real-life examples that enable learners to understand and acquire useful skills and knowledge. Sound assessment tools and good moderation processes are now used to confirm that assessment outcomes are valid. Excellent learner support

structures are evident including a new 'Fast Track Class' which offers personalised learning to assist with literacy and numeracy and minimise barriers to learning and achieving.

C4 identifies and resolves issues well, as shown by the way it handled the problems created by a former employee.

C4 has increased its understanding of educational performance and has sustained high levels of learner achievement and industry leadership. The PTE understands the need for systematic, whole-of-organisation analysis and ensuing action from self-assessment activities.

## Statement of confidence on capability in self-assessment

NZQA is **Highly Confident** in the capability in self-assessment of **C4 Group Limited**.

Since the last EER, C4 has taken a more analytical approach to monitoring and understanding its performance. This has improved the PTE's ability to effectively review quality processes and provide proactive intervention and support as well as to evaluate the effectiveness of innovations.

The organisation now has extensive self-assessment processes, and since the last EER has worked hard to self-review across each area of the NZQA key evaluation questions.

Examples of the results of the C4 self-review include:

- Major employers and The Skills Organisation look to C4 for its understanding of the current and future needs of the security industry and how best these can be met.
- C4 maintains close contact with the industry and The Skills Organisation, including benchmarking programmes against international standards, which ensures programmes remain current and the PTE's leadership role in industry is maintained.
- C4 has formalised many of its practices to ensure they align with NZQA expectations as well as reflecting good business practice.
- C4 has made contact with other training providers who could advise on process and meeting NZQA expectations.
- C4 has benefited from re-engagement with the Business Mentoring Programme to provide support for improving business practices.

C4 has good systems in place to monitor progress and continues to learn from its successes and failures as a result of using effective review processes and trialling different solutions to problems, with many positive outcomes. Although several of the actions from the review are in their infancy or still to show results, the

evaluators are highly confident in the research and planning that has gone into decision-making, and in the effectiveness of the outcomes.

# Findings<sup>1</sup>

## 1.1 How well do students 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 **Good**.

Learners achieve well at C4. Course completion rates in Certificate of Approval security training, first aid and other security-related short courses are high. This would be expected for the type of programmes offered. Māori learner figures for passing the security and first aid training are in proportion to the overall learner figures.

C4 has trained about 40 per cent of the security guards for the security sector in New Zealand. Feedback from stakeholders and learners indicates that C4 is providing the community with graduates with the required knowledge and skills to perform competently in the security industry.

C4 courses account for around 10,000 of the 25,000 trainees nationwide who have gained the mandatory (Certificate of Approval) licence since October 2013.

C4 has tightened its post-moderation processes to identify situations of students copying from each other. This has led to more effective and valid results.

The Certificate of Approval licence – which is required by law for anyone working as a security guard – consists of three unit standards. As a result of their training with C4, learners are able to request the licence which is issued by the Ministry of Justice through the Private Security Personnel Licensing Authority.

The outcomes for the National Certificate in Security (Level 2) show one enrolled and withdrawn for 2015. For 2016, seven were enrolled with three completed and four continuing in 2017. This is a new programme that was trialled in 2015 and is now being offered on a more regular basis.

First aid training is the second-largest programme at C4 and focuses mainly on the delivery of corporate courses. C4 has trained and assessed 394 learners since November 2015, with a 100 per cent pass rate. C4 meets the legal requirements for learning hours for the first aid course – eight hours of learning overall and six hours for the refresher course. First aid learners complete the course, gain a certificate, and attain useful and meaningful skills for their workplace, home and community.

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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.

The outcome of the learning gained is that the learners understand the requirement of being a security person or first aider (or both) and also gain confidence and are secure in their knowledge. Learners report achieving important knowledge and skills necessary for their employment. Evidence was heard by the EER team from key employers and high users of C4 of the graduates' ability to cope in difficult or demanding situations, with a specific example being from an employer of a recently trained security guard where the guard was able to secure an area and tend to a badly injured civilian in his role at work.

Although no formal targets or benchmarks are noted apart from the goal of a 100 per cent pass, recently C4 has considered external benchmarking with similar providers to provide comparisons of the skills development of its trainees, but this has not yet been formalised or reported on.

A gap noted by C4 was the ability to use the student management system correctly to report achievement which affected the ability to get good statistical information to analyse achievement and outcomes, although with the high percentage passes and similar cohorts each year analysis may not have shown any significant trends.

## 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**.

Graduates are eligible to gain a Certificate of Approval licence, which is required by law for anyone working as a security guard, or a first aid certificate that is required for their workplace. Graduates use both the security training and the first aid training together, such as the example of securing an area and tending to injured members of the public.

Many learners are sent by their employers to learn particular skills and gain specific credentials to meet workplace requirements.

C4 strives to go beyond just providing a certification to meet legislative requirements by making sure trainees understand the need for following protocols in managing risky situations through intense training and appropriate assessment.

Learners value the outcomes from training as they gain useful and meaningful skills and can acquire the Certificate of Approval security licence mentioned earlier, a national qualification or a current first aid certificate, each of which can secure them employment.

C4 renders value to its stakeholders by:

- being a one-stop-shop for training in all facets of security management, including personal protection, crowd management, and private investigations

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- providing opportunities to people in remote parts of New Zealand to gain their Certificate of Approval and first aid certificates
- offering courses to high-risk school students via Gateway which enables these students to leave school with a certification that will lead to employment
- filling the gaps in a business's security requirements through programme development and implementation, e.g. C4 developed and offered a pilot programme to a retirement village in emergency management training and now works with the village to make steady improvements by ensuring training reflects what is required.

Employers and other stakeholders recognise the PTE's value by giving C4 repeat business. C4 is a major trainer for some of the largest security firms in New Zealand. The course is of value because it can be adapted to meet their particular needs. Examples of how the courses have already been used include: in community patrols, large events, contracted by councils to help deal with difficult venues, private investigations.

C4 supports and offers leadership to relevant industry groups both in New Zealand and overseas. From those contacts C4 is able to understand fully the latest legislation requirements and specialised wants and needs of the many various clients and find innovative ways of meeting those needs. C4 has set up and the director is the chair of the New Zealand Security Training Association and is shortly to launch the Security Institute of New Zealand. The Skills Organisation sees immense value in what C4 offers and their ongoing commitment to research. The C4 directors publish researched articles and present at conferences to ensure industry is kept up to date with the latest information.

Graduates learn good skills and understand their responsibilities well, as attested to by employers. Graduates are mostly getting good outcomes, although this is difficult to capture or clearly demonstrate apart from anecdotal evidence. Security work is an important earner for many individuals as employment is flexible and widespread but, as with first aid, employment can be transitory so it is difficult to follow graduates and collect outcomes data.

C4 has good links with graduates via tutors and external stakeholder networks and proactively gains feedback to grow and identify areas for improvement. However, to date the response from employers and other stakeholders has been insufficient to support useful analysis. Much of the information gathered around the value of the outcomes has been anecdotal. It would be good for C4 to collate the information in one place so that it could be analysed for further programme development.

### 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**.

C4 delivers a wide range of security programmes and courses, as well as first aid and emergency management training. The PTE has consent to assess against most unit standards within the occupational health and safety domain up to level 4. Learners are eligible to gain a Certificate of Approval licence which is required by law for work as a security guard, or a first aid certificate required for the workplace.

Both directors sit on the industry training organisation advisory group for the Targeted Review of Qualifications – one as a subject matter expert and the other as chairperson of the New Zealand Security Training Association. They have ongoing contacts with private investigators and bodyguards. This enables C4 to not only contribute to the makeup of the qualifications but to understand the needs of different industry sectors. In 2017, C4 will develop the New Zealand Certificate in Security Level 3 (Foundation) and Level 4 (Advanced) using graduate profiles as opposed to unit standards as they feel these will better represent the sector requirements for graduates.

C4 is the preferred supplier for all mandatory licence training and all first aid training to two large security organisations. Those organisations commented on the interaction with C4 and the 'bend over backwards' attitude towards training, giving examples of further support to learners and the offering of training at odd hours to accommodate timelines.

Matching the needs of industry and learners is a standout feature of C4 across all programmes. The security programme for gaining a licence is set by The Skills Organisation and cannot be altered, but C4 works to adapt it as much as possible to suit individuals and subsectors.

The directors and teaching staff have worked with and are still involved in the industry and are therefore continually engaged with stakeholders. They have good networks which supply C4 with up-to-date information around what is required for the courses and what needs to be updated in the teaching and assessing to meet industry standards. The core of the C4 business is the ability to meet needs, and therefore courses are contextualised for industry and learners.

Training is often customised to fit client needs and often changed as a result of feedback. C4 uses a variety of mechanisms including visiting workplaces to help contextualise training, and running pilot programmes to meet specific needs and understand what students or organisations require. The PTE offers a Fast Track Class to assist those who have been unable to attend regularly or who are having difficulties.

External moderation outcomes involved NZQA where some modifications are required and an action plan was sent and accepted. The Skills Organisation notes that assessments meet requirements. C4 identified cheating during internal moderation which showed good clarity and care around moderation checking processes.

C4 has a formal system of gathering and analysing feedback from learners. The PTE responds well to critical feedback by analysing it and feeding back to the learners what has changed or not and the reasons why.

NZQA and The Skills Organisation are satisfied with the teaching and learning and assessment outcomes of the learners. C4 received excellent results in externally moderated security unit standards and first aid standards and has mostly met national standards for four consecutive years. The NZQA security material that C4 uses is licensed from The Skills Organisation, and looking at ways to improve assessments can be difficult because it does not always suit C4's students' needs. In 2017 industry will inform the development of C4 programmes around the new qualifications and C4 will design their own modules of learning with the new New Zealand certificates.

#### 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 **Excellent**.

Since the last EER, C4 has more proactively targeted learner engagement and support. As a result of feedback from learners, C4 has installed an online system for enrolment, which is fast and easy to use. Well-resourced teaching and learning material is provided, classes are small, and access to trainers outside of class is available. As a result of feedback, the information to learners and important signage around needs and support has been translated into Hindi to better support the many Indian students.

C4 strives to ensure all learners have a good understanding of security and first aid and works to ensure that barriers to learning are identified and overcome. This is especially the case around literacy and numeracy where C4 offers one-to-one support and Fast Track Classes (explained below). Stakeholders confirmed a high degree of flexibility by the PTE, evidenced by C4 delivering programmes in remote regions to meet the training needs of people who would otherwise miss out.

As a result of management and staff discussions, a Fast Track Class is now offered out of required learning hours for those struggling to understand fully and for those unable to complete and pass on their first attempt. C4 has employed specialist support staff to manage this class which covers the additional learning required and the assessments, often in a one-to-one situation to ensure effective learning takes

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place. Learners with literacy and numeracy difficulties requiring support are identified early and are supported by teaching staff in this class. Learners note that all staff provide effective emotional support for the students, from their initial contact through to their learning and assessment. Industry speaks well of the teaching where good practices using real-life examples are standard and trainees give positive feedback to their employers. Two C4 instructors have won The Skills Organisation/New Zealand Security Training Association industry awards for Workplace Assessor of the Year for their innovative assessment practices. The C4 chief executive officer won the inaugural Security Industry Leadership Award in 2015 for his services to education in the security industry.

C4 responds well to learner needs. Continued support is provided to assist learners to learn and pursue their chosen pathway. This is evidenced in the student surveys and the ongoing feedback collated and responded to by C4.

Staff are based around New Zealand, and C4 ensures they have regular opportunities to discuss their teaching and the learners. Regular peer observations of teaching have led to effective improvements around understanding learners. Staff are comfortable with their knowledge, meet regularly, share resources and effective teaching methods, and feel free to ask for help. Evidence was seen and heard of worthwhile improvements through this self-assessment process, including giving real-life examples and using everyday occurrences to make learning real.

## 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**.

C4 is a small company with two directors who are hands-on in the business on a day-to-day basis. This allows the directors to identify issues early and put in place timely solutions. Both directors engage daily in assessment of the organisation from administration to programme development and from trainee to client interactions, and respond intuitively to improve and update them.

The Skills Organisation and the larger security organisations emphasise C4's leadership role and contribution to the security industry in regards to training, knowledge and currency, and that they are committed to working well alongside the industry training organisation and all industry players. The Skills Organisation notes C4's 'exemplary role in that contribution'; 'Without them the security industry would be worse off than it is'.

Emergency management training has steadily increased over 2016, and 2017 is shaping up to be a busy year for this area of C4's business.

The directors are aware that much of their past leadership operated through an innate understanding of the security sector and its training requirements. In 2016 they observed that current marketplace requirements had been well supported but that timelines for meeting goals and objectives were not able to be fully achieved. This was because effective infrastructure was not in place and the managing director was focusing on higher-level responsibilities. As a result, two senior administrative personnel have been employed in 2017 to enable the directors to work to meet C4's goals and objectives and improve performance management responsibilities.

Leadership is effective, and this is evidenced from decisions to employ competent well-qualified staff, the careful monitoring of performance, and identifying and responding to stakeholder needs. Management welcomes opportunities for reflection on its role and how better to meet stakeholder needs. Revised systems and responsibilities have been put in place recently which includes an annual schedule of formal (recorded) staff and directors meetings, and a development day for all teaching staff to gain updates. Other changes to security training in general include sessions on professional development, programme development, and moderation of assessments and delivery.

Staff are experienced, well qualified, professional and feel valued by management. They are supported to help students achieve, and management actively seeks suggestions for improving the student experience. C4 has gathered feedback from staff around the timeliness of communication of new or changed policies and processes and will address any issues in 2017.

The organisation has comprehensive self-assessment processes across all areas, and although many of these are quite new and have not been fully implemented, there is no reason to believe they will not be successful. Clear planning, an honest self-review and the successful implementation of a number of actions for improvement have confirmed that C4 has made significant improvements to lift the areas noted in the previous EER report as requiring more effort.

## 1.6 How effectively are important compliance accountabilities managed?

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**.

Programmes are delivered according to programme approval documents. If not, a request for change is submitted and approved by NZQA prior to the change being made. C4 meet NZQA programme approval requirements and NZQA and The Skills Organisation assessment and moderation participation and outcome requirements.

Regular checks and systems such as health and safety audits, quality management system reviews, attendance checks and external moderation are in place to identify areas of non-compliance. C4 is agile and able to take corrective action immediately, as evidenced by the recent cheating which was identified and processes put in place to prevent repetition. C4 also works with the government Protective Security Requirements office to ensure that mandated security requirements are included in their security programmes.

Health and safety internal audits are completed and C4 complies with NZQA-approved programme requirements around enrolment, attendance, monitoring and moderation. C4 has also been audited by The Skills Organisation for the Skills Certified quality assurance certification which was awarded in September 2015.

NZQA first aid training programme content is set by the International Liaison Committee on Resuscitation, the New Zealand Resuscitation Council and major providers such as St John and Red Cross. Unlike other NZQA education programmes/courses, all first aid training material must be submitted at the time of external moderation to ensure its compliance with these standards. All first aid instructors hold the required certification, and this is kept up to date as per NZQA regulations.

## Focus Areas

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

### 2.1 Focus area: Mandatory Security Certificate of Approval training

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

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

### 2.2 Focus area: First Aid

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 C4 continue to follow through on their ongoing self-assessment actions.

# 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](http://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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