



NEW ZEALAND **QUALIFICATIONS** AUTHORITY
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Report of External Evaluation and Review

Creative Learning Solutions Limited

Confident in educational performance

Confident in capability in self-assessment

Date of report: 23 February 2017

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MoE Number: 8029
NZQA Reference: C25048
Date of EER visit: 21 November 2016

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:	Creative Learning Solutions Limited
Type:	Private training establishment (PTE)
First registered:	22 June 2015
Location:	Level 5, 6-8 High Street, Auckland CBD
Delivery sites:	None. Delivery is via eLearning.
Courses currently delivered:	NZPPA Payroll Law - Training Scheme
Code of Practice signatory:	No.
Number of students:	Domestic: two since registration as a PTE
Number of staff:	One: chief executive and owner
Scope of active accreditation:	<p>Creative Learning Solutions has consent to assess a number of standards from levels 2-6, mostly in the areas of business and human resources. Creative Learning Solutions has applied to NZQA for consent to assess 30 standards from March-October 2016, and all have been approved.</p> <p>The only approved programme is NZPPA Payroll Law - Training Scheme.</p>
Distinctive characteristics:	Creative Learning Solutions offers distance learning to meet the needs of people presently processing New Zealand payroll.

Recent significant changes:	At the time of the external evaluation and review (EER), Creative Learning Solutions had been registered as a PTE for 16 months.
Previous quality assurance history:	<p>This is Creative Learning Solutions' first EER.</p> <p>There has been no credit reporting against NZQA-managed standards to date, and the unit standard 335 delivered within the training scheme has not been called for external moderation by NZQA.</p> <p>Creative Learning Solutions' Annual Return Statutory Declaration, Independent Assurance Practitioners Report and Student Fee Protection audit were all initially overdue. This has since been resolved.</p>
Other:	<p>The chief executive and owner of Creative Learning Solutions, a limited liability company, also owns and operates New Zealand Payroll Practitioners Association (NZPPA). Creative Learning Solutions is a subsidiary and is the eLearning training arm, for delivery in New Zealand of NZPPA-designed and developed courses.</p> <p>NZPPA provides membership services to payroll practitioners processing New Zealand payroll in New Zealand and off-shore. As part of the services it provides to its members and non-members, NZPPA has developed a range of payroll-related training courses and support services with the aim to professionalise the payroll workforce.</p> <p>Creative Learning Solutions provides the eLearning platform (through Moodle) to deliver the approved training scheme in New Zealand.</p>

2. Scope of external evaluation and review

The scope of the EER included one focus area: NZPPA Payroll Law - Training Scheme.

This is the only course that Creative Learning Solutions currently offers. The course and related activities encompass all of the PTE's activities.

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.

The evaluation team of two visited Creative Learning Solutions' office over one half-day. Interviews were conducted with the chief executive officer – the only employee. Documents pertaining to the training scheme course and other training delivered by NZPPA were reviewed, including the learning portal and Moodle platform.

Summary of Results

Statements of confidence on educational performance and capability in self-assessment

NZQA is **Confident** in the educational performance and **Confident** in the capability in self-assessment of **Creative Learning Solutions Limited**.

The reasons for these judgements include the following.

Creative Learning Solutions had been registered as a PTE for 16 months prior to the EER and has complied with NZQA ongoing registration requirements. The approved training scheme has been delivered and attestations, although late, have been completed to NZQA's satisfaction.

Creative Learning Solutions is owned and operated by NZPPA. As such, it has the same philosophy, values, direction, tutor, course content and stakeholders as NZPPA. Creative Learning Solutions is the eLearning training arm of NZPPA. NZPPA has been established for nine years and has over 800 members. There is a risk – which Creative Learning Solutions recognises – in having the specialist knowledge and expertise sitting with one key person. Creative Learning Solutions is proactively planning how to address this.

The NZPPA mission is to establish a body of payroll professionals. With this aim, NZPPA:

- provides training and support for Payroll practitioners through face-to-face delivery and distance training
- undertakes audits of payroll systems and staff competency
- provides support via a helpline
- runs an annual two-day conference
- develops and supplies comprehensive resources to translate complex legislative requirements which are continually changing
- publishes a weekly E-newsletter and annual updates to members.

NZPPA established Creative Learning Solutions as a PTE to reproduce and further develop NZPPA's successful courses to meet a workforce need via eLearning. Primarily, NZPPA has determined that its members would value nationally recognised standards or qualifications to support and professionalise the workforce. However, there are very few directly relevant standards and they are constantly at risk of being out of date or so generic that they do not meet the specialist needs of payroll staff. In an attempt to resolve this issue, Creative Learning Solutions has applied for, and NZQA has approved, 30 unit standards over the past seven months. Creative Learning Solutions and NZPPA have also initiated discussions with an industry training organisation to develop relevant standards. A plan to

deliver eLearning courses – possibly as training schemes, which provide increased specialisation and complexity – is already in development by Creative Learning Solutions. Most of the content is already developed and delivered face to face by NZPPA. There is an ongoing and increasing demand for courses.

Creative Learning Solutions is benefiting from NZPPA's experience and stakeholder engagement which informs Creative Learning Solutions' understanding of current and future learning needs and demand. NZPPA determines need through information it has gathered from surveys of members, employers and learners participating in courses, and through issues and trends identified and collated using the helpline data and audit outcomes. This information guides the direction, planning and course content for both NZPPA and Creative Learning Solutions.

Creative Learning Solutions' eLearning Payroll Law training scheme is designed to replicate the working environment of payroll, staff. This includes the required information technology skills and activities that are common in payroll such as checklists, decision tree, and seeking and using online resources to find and answer their own questions in a timely way – a fundamental skill for payroll staff.

Creative Learning Solutions' structure and processes are sufficient for the current level and volume of delivery and are being further developed to address anticipated growth and demand. For example, a training advisory group has been established, and members with a variety of appropriate skills have been appointed. The first meeting is still to occur.

Processes used in the Creative Learning Solutions training scheme replicate those being used in NZPPA courses, which as far as can be determined are effective. However, with a very small number of learners having completed the Creative Learning Solutions training scheme, there is not sufficient evidence to gauge how effective these activities and processes are and the extent to which they will support and meet the needs of future learners in this eLearning environment. Logic suggests existing processes will be effective given that they are similar to those being used by NZPPA, which are proving to be successful. For example, Creative Learning Solutions and NZPPA eLearning courses are highly automated and provide avenues, indicators and alerts when learners are not progressing or are taking more than two attempts at formative activities. Opportunities for extensions and additional specific information and resources for learners are planned and accessible.

Overall, NZQA recognises that Creative Learning Solutions is meeting compliance requirements, and has sufficient planning, processes, resources and experience to undertake the training scheme as approved to meet the needs of the very small number of learners in this specialist stakeholder group. However, there are limits to NZQA's ability to make judgements on the level of confidence for both educational performance and capability in self-assessment. This is because only two learners have participated in the training scheme, the credits have not been reported to NZQA, and the learners' feedback and views on the effectiveness and quality of the

training scheme is positively biased in favour of Creative Learning Solutions. In making this judgement in the environment of high trust and high accountability, NZQA will mitigate any potential risks through the requirements noted at the end of this report.

Ratings for Key Evaluation Questions		
Key Evaluation Question	Educational Performance	Capability in Self-Assessment
1. How well do learners achieve?	Adequate	Adequate
2. What is the value of outcomes for key stakeholders, including students?	Adequate	Adequate
3. How well do programme design and delivery, including learning and assessment activities, match the needs of students and other relevant stakeholders?	Good	Good
4. How effectively are students supported and involved in their learning?	Adequate	Adequate
5. How effective are governance and management in supporting educational achievement?	Good	Good
6. How effectively are compliance accountabilities managed?	Good	Good

Focus Areas

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

2.1 Focus area: Payroll Law

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

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

Requirements

NZQA requires Creative Learning Solutions Limited to:

- Continue to deliver the approved training scheme and report the unit standards achieved to NZQA within the timeframe required.
- Notify NZQA directly of any anticipated or actual changes to: learner numbers, the tutor, delivery of the approved training scheme, delivery of any additional training (includes non-standard/unit standard training) or any changes in the capability or capacity of the chief executive.

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