

# Report of External Evaluation and Review

## Funeral Services Training Trust

Confident in ITO performance

Confident in capability in self-assessment

Date of report: 26 September 2017

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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 industry training organisation's (ITO) performance and capability in self-assessment. It forms part of the accountability process required by Government to inform investors, the public, trainees, communities, employers, and other interested parties. It is also intended to be used by the ITO itself for quality improvement purposes.*

## Introduction

### 1. ITO in context

Name of ITO:	Funeral Service Training Trust of New Zealand (FSTT)
Location:	Level 4, 35 Ghuznee Street, Te Aro, Wellington
First registered:	1992
Number of qualifications registered on NZQF:	<ul style="list-style-type: none"><li>• New Zealand Diploma in Embalming (Level 5)</li><li>• New Zealand Diploma in Funeral Directing (Level 5)</li></ul>
Number of trainees:	30 domestic
Number of staff:	0.2 full-time equivalent in management; trustees are unpaid.
Distinctive characteristics:	<p>FSTT is the standard-setting body for training in the funeral industry. The Trust's model for managing the training differs in many respects from the 'standard' industry training model common to other industry training organisations (ITOs). For example, the Trust does not access government training subsidies in the form of standard training measures (STMs) and does not maintain any full-time staff.</p> <p>The Trust manages its statutory functions and resources projects for ITO re-recognition, unit standard and qualification development and review, and qualification monitoring. It plays a key role in recommending to and advising the industry on all aspects of the industry's education programmes and development, but does not involve itself directly in the overall direction of the</p>

industry. It leaves that role to the two major industry organisations: the Funeral Directors Association of New Zealand (FDANZ) and the New Zealand Embalmers Association (NZEA).

The Trust is involved in standard-setting and moderation and monitors the Wellington Institute of Technology (WelTec) as its sole provider for training. The Trust's formal programmes are designed and developed in association with WelTec. The theory component of the training is delivered by WelTec staff. WelTec staff also manage the clinical (practical) training, which occurs at funeral homes and mortuaries across the country with industry supervisors. The clinical training is highly dependent on the involvement of the industry, and the Trust plays an important role in maintaining positive relationships between the provider and the industry in this regard.

The overall model suits the size and nature of a small industry.

Previous quality assurance history:

FSTT gained re-recognition as the industry training organisation for funeral services in New Zealand in 2014.

The previous external evaluation and review (EER) was in 2013 with the following findings:

- Confident in the ITO performance of FSTT
- Confident in the capability in self-assessment of FSTT.

Other:

FSTT receives no funding from the government and there are no current proposals for mergers involving this ITO.

## 2. Scope of external evaluation and review

FSTT manages two qualifications:

- New Zealand Diploma in Embalming (Level 5)
- New Zealand Diploma in Funeral Directing (Level 5).

These qualifications were evaluated in respect of the standard-setting functions of FSTT.

## 3. Conduct of external evaluation and review

*The external evaluation and review of FSTT was conducted in accordance with NZQA's Quality Assurance (including External Evaluation and review (EER)) Rules 2016 as they apply to ITOs. These rules may be accessed at: <http://www.nzqa.govt.nz/assets/About-us/Our-role/Rules/EER-Rules-2016.pdf>.*

FSTT submitted a self-assessment report outlining its operations and how effectively it carries these out.

The evaluators considered this report and verified relevant information with the Tertiary Education Commission (TEC) and WelTec.

The self-assessment report was the basis for this EER report.

# Summary of Results

## Statements of confidence on ITO

NZQA is **Confident** in the performance and **Confident** in the capability in self-assessment of **Funeral Services Training Trust**.

The main reasons for arriving at this decision are:

- There is a very close relationship between FSTT and the industry. This ensures that training meets industry needs and that changes are made in response to changing community expectations of funeral services and the increasing diversity of ethnicities and religious observance encountered by practitioners.
- Qualifications and standards are developed and maintained in consultation with a large review panel covering all aspects of the industry.
- FSTT is fully supported by the industry, which demonstrate its value. It supplies a well-trained, professional and qualified workforce to the industry. Employers recognise the value of FSTT through funding the Trust and by repeatedly enrolling staff on its programmes.
- FSTT arranges all training through WelTec. Each year FSTT has around 30 learners enrolled on the two programmes. Over the last eight years the success rate has been 100 per cent.
- FSTT has a governance role in ensuring that WelTec discharges its responsibilities in respect of appropriate training. FSTT does this through quarterly reports received from WelTec, monitoring learner achievement, and ongoing feedback from member associations. The Trust is satisfied that the training by WelTec is effective.
- WelTec is responsible for all assessment activity and processing of results. WelTec also arranges clinical supervisors to ensure consistency of assessment practice. FSTT moderates all assessments in one subject of each of the diplomas each year through an appointed moderation panel and a national moderator. FSTT is satisfied that both of the courses moderated are well covered and comprehensively assessed and that both diploma programmes are delivered at an acceptable level. The moderation panel is also satisfied that the courses meet the aims set out in the respective programmes to achieve the required graduate profile.
- The entire content of each diploma is moderated over a four-year period.
- The governance and management structure is well suited to the size of the industry and scale of the operation. It fairly represents the industry and has representatives from the major associations as trustees. The Trust works

closely with all major industry organisations to provide ongoing and relevant training to meet the needs and aims of each organisation.

# Appendix

## Regulatory basis for external evaluation and review

*In 2009 NZQA introduced the evaluative approach to quality assurance in the tertiary education sector, consisting of self-assessment and external evaluation and review. This is applied in the quality assurance of programme approvals and accreditations under sections 249 and 250 of the Education Act 1989, as well as for training schemes (section 251), consents to assess against standards (section 252) AND PTE registration under Part 18 of that Act.*

*The NZQA Board also published policies and guidelines for the conduct of external evaluation and review of ITOs on 27 May 2010. NZQA relies on ITOs to build the self-assessment and external evaluation and review model into their infrastructure. ITOs will be evaluated on their infrastructure and use of the model in the following ways:*

- *Advising Ministerial recognition of an ITO under the Industry Training Act, 1992*
- *Accepting arrangements for monitoring and assessing of industry training under section 10 of the Industry Training Act 1992*
- *Registering standards on the Directory of Assessment Standards*
- *Awarding consents for ITOs (or their assessors) to assess against standards on the Directory of Assessment Standards under section 252 of the Education Act 1989*
- *Applying programme approval criteria where ITOs are course owners.*

*External evaluation and review is also used by NZQA as a monitoring and evaluation tool, with the outcomes of these processes informing Tertiary Education Commission decisions relating to re-recognition of an ITO. In addition, external evaluation and review reports are one contributing piece of information in determining future funding decisions in relation to an investment plan agreed between an ITO and the Tertiary Education Commission. The understandings and expectations for the implementation of ITO quality assurance are set out in a protocol to the Memorandum of Understanding between NZQA and the Tertiary Education Commission.*

*This report reflects the findings and conclusions of the external evaluation and review process, conducted according to the Quality Assurance (including External Evaluation and Review (EER)) Rules 2016. The report identifies strengths and areas for improvement in terms of the ITO's performance and capability in self-assessment.*

*External evaluation and review reports are public information and are available from the NZQA website ([www.nzqa.govt.nz](http://www.nzqa.govt.nz)).*

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