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# Report of External Evaluation and Review

W.A. Consulting Training Limited

Confident in educational performance

Confident in capability in self-assessment

Date of report: 30 March 2017

# Contents

Purpose of this Report.....	3
Introduction .....	3
1. TEO in context.....	3
2. Scope of external evaluation and review .....	4
3. Conduct of external evaluation and review.....	4
Summary of Results .....	5
Findings .....	6
Recommendations .....	12
Appendix .....	13

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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:	W.A. Consulting Training Limited (W.A. Consulting)
Type:	Private training establishment (PTE)
First registered:	23 August 1999
Location:	54 Wylie Street, Rotorua
Delivery sites:	Head office as above. Training occurs at temporary delivery sites in Rotorua, Napier, Palmerston North, Wellington, Blenheim and Nelson, or client premises as required.
Courses currently delivered:	<ul style="list-style-type: none"><li>• Basic Food Safety (Training Scheme)</li><li>• Licence Controller Qualification (LCQ)</li></ul>
Code of Practice signatory:	Not a signatory
Number of students:	Domestic: approximately 800 students per year on the one-day course
Number of staff:	Two full-time equivalents (owner plus one administrator)
Scope of active accreditation:	Six unit standards in the hospitality domain relating to liquor licensing and food safety.
Distinctive characteristics:	W.A. Consulting is a small, owner-operated PTE focused predominantly on delivery of a one-day LCQ course to full-fee paying customers or corporate clients. The owner is the sole trainer.
Previous quality assurance	W.A. Consulting's previous external evaluation and

history: review (EER) was held in September 2015. It resulted in judgements of Not Yet Confident in educational performance and Not Yet Confident in capability in self-assessment. The EER raised concerns regarding the validity of assessment. W.A. Consulting has since worked with the industry training organisation and standard-setting body, Service IQ, to improve its assessment and delivery. No matters of concern have been identified by NZQA since the previous EER.

## 2. Scope of external evaluation and review

The scope for the EER consisted of one focus area covering both the Licence Controller Qualification and Food Safety Training. This represents all of the training delivered by the PTE. Given that 92 per cent of W.A. Consulting's delivery is in LCQ courses, this report refers mostly to those courses.

## 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 mid-November 2016. Before the EER, the lead evaluator communicated by telephone and email with the owner to discuss the visit and agree the scope of the EER.

An evaluation team of two made a one-day EER visit to the W.A. Consulting site in Rotorua. There, the evaluation team reviewed a range of documentation and met with the owners<sup>1</sup> and two administrators who share the role.

The evaluation team made phone calls to eight external stakeholders, including regulatory authorities, graduates and Service IQ.

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<sup>1</sup> W.A. Consulting is managed by a husband and wife team. The husband works full-time as the sole trainer. His wife, while not actively involved on a day-to-day basis, has a thorough understanding of the business and takes an active governance role.

# 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 **W.A. Consulting Training Limited**

W.A. Consulting is meeting the most important needs of its students and other key stakeholders, and there is good evidence of effective processes that contribute to learning.

- The students who have undertaken courses with W.A. Consulting have achieved good results, with over 98 per cent of them passing the required unit standard(s).
- The students are acquiring useful and meaningful skills and knowledge, evidenced by the fact that nearly all LCQ trainees gain local District Licensing Committee certification to work as bar managers.
- The owner of the organisation engages well with employers, graduates and regulatory bodies, and uses information gained through this network to keep course delivery current and ensure stakeholder needs are met.
- There is strong evidence that in the past 12 months the organisation has, through a concerted effort, improved the quality of delivery and assessment.
- The organisation is soundly and sustainably managed. It has systems for monitoring its obligations to ensure that important compliance accountabilities are understood and well managed.

Since the last EER, W.A. Consulting has followed through on the recommendations made, and improvements to processes have resulted.

While the focus of W.A. Consulting's self-assessment has centred on identifying and responding to customer needs – which has resulted in a sound reputation with its customers – the ongoing challenge for W.A. Consulting is to focus its efforts towards increasing its understanding of educational performance to sustain current levels of achievement by embedding systematic, whole-of-organisation analysis and ensuing action from self-assessment activities.

# Findings<sup>2</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**.

Through its owner, the organisation has a strong focus on student achievement. The courses that W.A. Consulting delivers are structured with the presumption that every student will pass, and client organisations expect no less. Student achievement on recent courses is very good, with over 98 per cent passing. The achievement rates for Māori and Pasifika are at least that of the cohorts as a whole.

Staff at W.A. Consulting demonstrated a good understanding of the factors that lead to student achievement and regularly discuss ideas for improving achievement. Typically, the demographic that struggles to achieve the assessment are students for whom English is not their first language. The owner has developed strategies to assist these students, such as emailing course notes beforehand and allowing assessment re-sits free of charge.

In the past year, W.A. Consulting has improved its assessment tools and developed a moderation process used to confirm that assessment outcomes are valid. The representative from the standard-setting body, Service IQ, spoke positively about W.A. Consulting's response to moderation since the last EER.

## 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 **Good**.

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

It is a requirement of the Act<sup>3</sup> that all licensed premises have a sufficient number of people on staff with a Manager's Certificate to enable there to be at least one holder on duty in the customer service area at all times. Graduates of the W.A. Consulting LCQ courses are able to apply to their local authority for a certificate. This process involves staff sitting a test in addition to having appropriate experience and character assessment. Evidence provided by W.A. Consulting confirms that the course is preparing people for the licensing test – all graduates who have sat local authority tests have been successful. The fact that W.A.

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<sup>2</sup> The findings in this report are derived using a standard process and are based on a targeted sample of the organisation's activities.

<sup>3</sup> Sale and Supply of Liquor Act 2012

Consulting remains on the LCQ training provider lists of local authorities in the areas in which they operate attests to the ongoing value of the training and the confidence that the local authorities have in the PTE.

As a result of students completing LCQ courses:

- Employers get qualified employees which enables them to run their businesses effectively and keep within the law.
- The community benefits by having licensed premises with staff who know how to serve alcohol responsibly and to deal effectively with intoxicated and disorderly persons.

Students attending the food courses, once qualified, have a sound knowledge of food safety. Some students do the course in order to operate their own business, while others benefit their employers in that they can be confident that the food safety regulations are being observed. The wider community benefits by being able to buy food from hygienic premises with fully trained staff

Given the short nature of the course offered, it is difficult for W.A. Consulting to track the destinations of graduates to determine ongoing value, although they have this year begun contacting students post-course by phone or email with a brief survey of how they have made use of their qualification. Although response rates have been moderate, the PTE has collected some useful information which is yet to be formally analysed.

The owner visits all licensed premises in the areas where they deliver courses, at least twice per year. Through these visits he receives feedback which confirms value and informs improvement. To date, much of the subsequent analysis is necessarily informal and intuitive.

### 1.3 How well do programme design and delivery, including learning activities, match the needs of students and other stakeholders?

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 owner has been involved in this industry for over two decades and has developed a substantial network among licenced premises and regulatory authorities. He keeps in regular contact and uses the information gained from these engagements to inform improvements to course delivery and context. Given the small scale of this business, this process is informal and intuitive. Although a more formal approach would be useful if the business grows, in the present circumstances it is fit for purpose.

The structure of the LCQ course is aligned with the Act and the programme is relevant to the current amendments to the Act (2013). The owner uses a range of teaching approaches to ensure that the needs of individuals are catered for.

*Final Report*

Recent training has helped the owner to better cater to the needs of students for whom English is not their first language, and further professional development is planned in January 2017 when available. The legislation requires that applicants sit LCQ assessments in English without translation assistance. W.A. Consulting staff ensure that intending students are aware of this requirement and that their English level is sufficient (see Findings 1.4 for more detail).

W.A. Consulting schedules the courses around the needs of clients and delivers training where and when it is needed. Teaching premises are hired on a casual basis or provided by the corporate client. W.A. Consulting has systems and processes to ensure that premises are fit for purpose and that the learning environments it creates are suited to the needs of learners. The student evaluations for every course include feedback on the learning environment. If any issues are identified, they are acted on. Given that the provider has been using the same venues for many years, negative comments, or suggestions for improvement, about learning environments are rare.

Assessment and moderation of the LCQ unit standard were identified in the last EER as in need of improvement. The owner has since made a concerted effort to improve moderation and has worked closely with the standard-setting body, Service IQ. The Service IQ moderator has attended classes and observed teaching and assessment, and in doing so has been able to suggest improvements to both delivery and assessment. All suggestions have been acted on and assessments now meet the required standard. A further visit by the Service IQ moderator is scheduled for early 2017.

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

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**.

W.A. Consulting does not face the same support requirements as providers of full-time courses, but what support services it does provide are appropriate to the courses delivered and the immediate needs of the students attending. Every student is telephoned by the administration officer a few days prior to their course. This conversation serves to confirm their attendance and ensure that they have received pre-course material. Just as importantly, it gauges the needs of each student and the context in which they are working or intending to work. At this point, literacy and language issues are often identified. Every Friday afternoon the owner and administration officer meet to discuss next week's courses including the needs of the individuals attending. The owner then ensures that he contextualises appropriately and teaches to the identified needs of the class and is adequately prepared for those students with language gaps. Students with low literacy levels are able to bring a reader-writer to courses if they choose.

Student evaluations are conducted at the completion of every course and gather students' feedback on their experiences of different aspects of their courses, including content and delivery, facilities and staff effectiveness. The information is then used informally to bring about useful improvements to teaching and course design.

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

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 PTE has a very good understanding of its business. The owner has been in the industry for over 30 years and clearly understands where the PTE's market niche lies. Much of the organisational strategy is not formally documented, but the owners and staff have a common understanding of vision and direction, and their recent self-assessment document provides direction for future actions.

The owners of W.A. Consulting recognise that the key to success of the business lies in the success of the students and the value they gain from their study. The owners displayed a close empathy for and awareness of their students' needs, and have clear and effective strategies to meet these needs.

Effective resourcing is planned and provided for all courses. The quality of course material is good and the training environments support learning.

The organisation enthusiastically encourages opportunities for reflection on its role and how to better meet stakeholder needs. Evidence indicates that the owners actively seek feedback from many sources to use as a learning and improvement tool and that the ongoing success and sustainability of their business depends on it.

### 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**.

As a small training provider that does not receive Tertiary Education Commission funding and does not recruit or enrol international students, the most important educational compliance obligations of W.A. Consulting centre around ensuring that the training scheme delivered, is consistent with that which has been approved by NZQA and that accurate student results are reported periodically to NZQA. W.A. consulting has one approved training scheme – the evaluation team noted that the content and hours of delivery are consistent with what was approved and the owner

of W.A Consulting is aware of the NZQA Rules involved if changes to that approval are required.

NZQA attestations, statutory declarations and returns to NZQA have been met within required timeframes. As previously mentioned, discussion with Service IQ and associated documentation, provides evidence that moderation is up to date and meets required standards.

As a small business in New Zealand, W.A. Consulting has compliance accountabilities to a number of agencies and regulatory bodies. Some of these, for example: taxation obligations; accident compensation commission returns; and vehicle warrants of fitness; require periodic reporting or other action. These are managed by the company administrator who has a bring-up system to identify compliance deadlines and either address them herself or remind the owner that they are due. There was no indication that accountabilities are not being met.

Other compliance accountabilities related to: employment practices; consumer protection; health and safety; record keeping, etc are ongoing rather than necessitating scheduled actions. These are met through good management, sound experience and strong legal and ethical practice. The two staff at W.A. Consulting both have employment agreements. The owners attested that there have been no incidences of non-conformance with accepted practice.

In essence, W.A. Consulting has a clear understanding of their compliance accountabilities, and manage effectively to ensure obligations are met.

## Focus Areas

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

### 2.1 Focus area: Licence Controller Qualification and Food Safety Training

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

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

# Recommendations

NZQA recommends that W.A Consulting Training Limited:

- Maintain a comprehensive, whole-of-organisation self-assessment regime that leads to knowledge and actions around improvements in student outcomes.
- Formally and systematically gather feedback from graduates and external stakeholders and ensure that the information gathered is appropriately analysed and used to improve teaching methods, programme design and the relevance of courses.

# 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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