



Mana Tohu Mātauranga o Aotearoa
New Zealand Qualifications Authority

External Evaluation and Review Report

Quality Plus Training Ltd

Date of report: 7 November 2022

About Quality Plus Training Ltd

Quality Plus Training offers a training scheme in Health Auditing to professionals in the health sector. The training offered can lead to employment as an auditor of quality assurance systems, within the health and disability sector.

Type of organisation:	Private training establishment (PTE)
Location:	208 Ohariu Valley Road, Ohariu, Wellington
Code of Practice signatory:	No
Number of students:	Domestic: in 2021, 28 learners were enrolled in the NZQA-approved training scheme. International: nil
Number of staff:	Full-time: one; part-time: three
TEO profile:	NZQA - Quality Plus Training Ltd
Last EER outcome:	At the last external evaluation and review (EER) in July October 2018, NZQA was Highly Confident in the educational performance and Confident in the capability in self-assessment of Quality Plus Training Limited.
Scope of evaluation:	This evaluation focused on the NZQA-approved Healthcare Auditor Training (Training Scheme) (Level 3). (114714)
MoE number:	7801
NZQA reference:	C50783
Dates of EER visit:	22 and 23 June 2022 online

Summary of Results

Quality Plus Training continues to deliver quality training in health auditing methods to professionals in the health sector. Engagement with associated stakeholders ensures the PTE's training scheme delivery is well matched to student needs. Learners are achieving well and acquiring valued auditing skills to apply in healthcare settings. With a change of ownership, the new management is working to implement a range of effective self-assessment strategies that will guide and inform performance going forward.

Confident in Educational Performance

- Quality Plus Training has recently had a change of ownership. The new owners and leadership team transitioned from the previous organisation and benefit from having experience and expertise in the field. The vision and purpose have remained clear, with plans to expand, although the change of ownership has had an impact on the continuity of self-assessment practices.

Confident in capability in self-assessment

- Quality Plus Training is responsive to and is clearly meeting the needs of its stakeholders. Frequent interaction with industry ensures the training scheme and delivery remain current and relevant.
- Learner completions are strong for the training scheme, with 98-100 per cent pass rates, which are typical for short courses.
- Healthcare Auditor Training equips graduates to participate in or conduct health audits, and also helps them understand and often implement improved quality systems at their own organisation. The course content is directly linked to the NZS 8134:2021.¹
- The extensive contribution of graduates to industry was apparent in the interviews during the EER, and from feedback recently gathered by Quality Plus Training.
- With the ownership changeover, record management – including access to data and

¹ Ngā Paerewa Health and disability services standard NZS 8134:2021

pertinent documents – presented some challenges for the organisation.

- Management has noted a gap in analysis of data since 2018. While the collation of value-related feedback, analysis and use for self-assessment and improvement is occurring, processes are still being aligned to the new structure and practices.
- The PTE needs to modify the process for reporting unit standard results to NZQA, to record all results – not just those for learners who requested their results.

Recommendations

Recommendations are not compulsory but their implementation may improve the quality and effectiveness of the training and education provided by the tertiary education organisation (TEO). They may be referred to in subsequent external evaluation and reviews (EERs) to gauge the effectiveness of the TEO's quality improvements over time.

NZQA recommends that Quality Plus Training Ltd:

- Incorporate extra professional development and self-assessment around Te Tiriti and engagement with Māori and Pasifika students to ensure all staff are prepared for meeting the expectations and adherence to the Tertiary and International Learners Code of Practice 2021.

Requirements

Requirements relate to the TEO's statutory obligations under legislation that governs their operation. This include NZQA Rules and relevant regulations promulgated by other agencies.

There are no requirements arising from the external evaluation and review.

Appendix

Conduct of external evaluation and review

All external evaluation and reviews are conducted in accordance with NZQA's published rules. The methodology used is described in the web document <https://www.nzqa.govt.nz/providers-partners/external-evaluation-and-review/>. 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.

Disclaimer

The findings in this report have been reached by means of a standard evaluative process. They are based on a representative selection of focus areas, and a sample of supporting information provided by the TEO under review or independently accessed by NZQA. As such, the report's findings offer a guide to the relative quality of the TEO at the time of the EER, in the light of the known evidence, and the likelihood that this level of quality will continue.

For the same reason, these findings are always limited in scope. They are derived from selections and samples evaluated at a point in time. The supporting methodology is not designed to:

- *Identify organisational fraud⁵*
- *Provide comprehensive coverage of all programmes within a TEO, or of all relevant evidence sources*
- *Predict the outcome of other reviews of the same TEO which, by posing different questions or examining different information, could reasonably arrive at different conclusions.*

⁵ NZQA and the Tertiary Education Commission (TEC) comprehensively monitor risk in the tertiary education sector through a range of other mechanisms. When fraud, or any other serious risk factor, has been confirmed, corrective action is taken as a matter of urgency.

Regulatory basis for external evaluation and review

External evaluation and review is conducted under the Quality Assurance (including External Evaluation and Review (EER)) Rules 2016, which are made by NZQA under section 253(1)(pa) of the Education Act 1989 and approved by the NZQA Board and the Minister authorised as responsible for Part 20 of the Education Act.

Self-assessment and participation and cooperation in external evaluation and review are requirements for:

- *maintaining accreditation to provide an approved programme for all TEOs other than universities, and*
- *maintaining consent to assess against standards on the Directory of Assessment Standards for all TEOs including ITOs but excluding universities, and*
- *maintaining training scheme approval for all TEOs other than universities.*

The requirements for participation and cooperation are set through the Programme Approval and Accreditation Rules 2018, the Consent to Assess Against Standards Rules 2011 and the Training Scheme Rules 2012 respectively. These rules were also made by NZQA under section 253 of the Education Act 1989 and approved by the NZQA Board and the Minister.

In addition, the Private Training Establishment Rules 2018 require registered private training establishments to undertake self-assessment and participate in external evaluation and review as a condition of maintaining registration. The Private Training Establishment Registration Rules 2018 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, training schemes and consents to assess and 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 Quality Assurance (including External Evaluation and Review (EER)) Rules 2016. 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). All rules cited above are available at <https://www.nzqa.govt.nz/about-us/our-role/legislation/nzqa-rules/>, while information about the conduct and methodology for external evaluation and review can be found at <https://www.nzqa.govt.nz/providers-partners/external-evaluation-and-review/>.

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