

**Application form for approval of industry training programmes leading to qualifications listed on the New Zealand Qualifications Framework**

**Contact Details**

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**Industry Training Programme Details**

<b>ITO Name</b>	Competenz		
<b>Industry Training Programme Title</b>	New Zealand Apprenticeship in Refrigeration and Air Conditioning (Trade) (Level 4)		
<b>Level</b>	4	<b>Credits</b>	280
<b>Entry Requirements</b>	<p>Entry is open.</p> <p>Applicants must be employed by an organisation in the refrigeration and air conditioning industry.</p> <p>It is recommended candidates hold the National Certificate in Educational Achievement (Level 2) [Ref: 0973]</p>		
<b>Indicative Length of Programme</b>	36-48 months		
<b>MoE Number</b>	8104	<b>Programme ID</b>	TBD
<b>NZSCED Code and Classification</b>	031315 Engineering and Related Technologies > Electrical and Electronic Engineering and Technology > Refrigeration, Heating and Air Conditioning		

**Qualification to which the programme leads**

<b>ID</b>	<b>Title</b>	<b>Version</b>
2366	New Zealand Certificate in Refrigeration and Air Conditioning (Trade) (Level 4)	1

## Aim of Industry Training Programme

The aim of this programme is to provide the Refrigeration and Air Conditioning (RAC) industry with skilled tradespeople that are able to independently install, maintain, service, and commission plant and equipment to industry standards.

RAC plant and equipment may include: Commercial air conditioning plant found in multi-story buildings; Commercial refrigeration equipment similar to that found in a supermarket; Domestic refrigerators; Heat/energy recovery units; Temperature controlled transport systems; industrial single or multi-staged refrigeration and air conditioning systems; or temperature and environmental control equipment in the food processing industry.

This programme will be delivered in a workplace environment as a New Zealand Apprenticeship.

## Programme Outline

This programme will enable apprentices to gain tradesperson level knowledge and skills relevant to refrigeration and air conditioning.

Knowledge and skills include:

- Maintaining and servicing a range of plant and equipment
- Planning, installing and testing a range of equipment
- Commissioning basic installations and working with a specialist in the commissioning of a full range of complex plant equipment
- Applying a understanding of the principles of RAC system design and applications to all aspects of work
- Recovering refrigerant into a cylinder and charge refrigeration systems in accordance with current regulations
- Applying knowledge of the use and management of refrigerants in the RAC industry to safely meet all relevant environmental and industrial legislation
- Carrying out the limited electrical work associated with the installation, maintenance, servicing and commissioning of refrigeration plant and equipment
- Applying an understanding of the relevant Health and Safety legislation and workplace safety culture in order to work safely and meet responsibilities in a commercial environment
- Recognising limits of ability and the importance of working with integrity and maintaining currency.

Employers are encouraged to support apprentices to complete the unit standards in the sequence identified, however it is recognised that this may vary slightly as operational requirements of the employer may result in apprentices acquiring skills and knowledge in a different order. The variation to assessment is limited by critical health and safety prerequisites as identified on unit standards.

Learning and assessment takes place on and off-job. Off-job includes block courses offered through training providers including certification in areas such as first aid and electrical work, and distance learning eLearning.

Assessments of unit standards are achieved by completing theory questions, providing evidence (such as drawings, job cards, photos) and/or the apprentice being observed by a assessor or verifier completing a task(s). These assessments are either captured through assessment guides (sample attached), or via on-line portal as part of eLearning.

A training plan is created for each apprentice that enrolls into this programme. The training plan details the requirements (unit standards and duration) of their particular training to meet the needs of both the employer and apprentice. Account Managers actively manage the progress of apprentices. This is supported by at least 4 visits annually to the workplace and quarterly reporting to ensure that apprentices are steadily progressing through the programme to meet the training plan milestones. Each visit is followed by a 'Visit Summary Report' (captured in our customer relation management tool Smart TMS) which outlines how the apprentice is progressing, any observations, when the next visit will take place and any goals and targets which need to be achieved. A copy of the report is provided to the employer and apprentice.

This programme is delivered to apprentices over four years, and during that period the training will prepare apprentices for the achievement of all outcomes at Level 4.

The delivery and assessment method demonstrates how learners undertake lower level unit standards towards the start of their training as the foundation of their apprenticeship. These standards contain the underpinning knowledge and skills that are fundamental to their development. They are integrated and blended into their learning throughout the entirety of their apprenticeship to support the later achievement of the more specialised technical skills and knowledge. By the time the learner has completed their apprenticeship they will be applying these skills and this knowledge to satisfactorily perform all of the competencies required at the level of the qualification, Level 4.

Apprentices must achieve all outcomes and hold both a WorkSafe Approved Filler Test Certificate and an Electrical Workers Registration Board's Electrical Service Technician (EST) Practicing License to be awarded this qualification."

The learning outcomes relevant to each graduate profile are identified on the following pages.

## Assessment Standards

The following table demonstrates the relationship between the Graduate Profile Outcomes and Unit Standards that will be used to assess competency of learners.

The aims of this programme will be met through assessment of the relevant unit standards.

Graduate Profile Outcomes	Unit Standard Number	Unit Standard Title	Level	Credit Value
<p>The following unit standards are common to graduate profile outcomes 1, 2 and 3.</p> <p>Additional unit standards specific to each graduate profile outcome are listed below.</p>				
<p>1. Apply engineering trade skills and knowledge to plan, troubleshoot, recondition, and test when maintaining and servicing a range of RAC plant and equipment (90 Credits)</p> <p>2. Apply engineering trade skills and knowledge to plan, install, and test a range of RAC equipment in accordance with industry and statutory standards (53 Credits)</p> <p>3. Commission basic installations and work with specialists in the commissioning of the full range of complex plant and equipment (44 Credits)</p>	2395	Select, use, and care for, engineering hand tools	2	4
	2396	Select, use and maintain portable hand held engineering power tools	2	4
	2430	Manually produce and interpret engineering sketches under supervision	2	4
	2432	Manually construct plane geometric shapes for engineering	2	3
	2679	Join metals using the torch brazing and soldering processes	3	6
	20799	Demonstrate knowledge of common engineering metals	3	4
	20917	Demonstrate basic knowledge of engineering materials	2	2
	21905	Demonstrate knowledge of trade calculations and units for mechanical engineering trades	2	6
	21908	Demonstrate knowledge of basic mechanics for mechanical engineering trades	2	3
	21909	Demonstrate knowledge of fasteners used in mechanical engineering	2	1
28970	Demonstrate the knowledge of the principles of	3	15	

		refrigeration and air conditioning.		
	28967	Fabricate, assemble and install refrigeration and air conditioning components under supervision	2	6
	23959	Prepare and purge braze piping for refrigeration and air conditioning	3	4
	28960	Demonstrate the knowledge of the principles of commercial RAC system maintenance and servicing.	3	8
The following unit standards are explicit to the GPO's identified.				
1. Apply engineering trade skills and knowledge to plan, troubleshoot, recondition, and test when maintaining and servicing a range of RAC plant and equipment (90 Credits)	28955	Diagnose and rectify faults in commercial RAC systems and equipment under supervision.	3	8
	28965	Maintain and service commercial RAC systems and equipment under supervision	3	12
	Select a minimum of 40 credits from the following:			
	3847	Perform maintenance operations on industrial refrigeration systems	4	20
	3851	Service commercial refrigeration and/or air conditioning systems	4	20
	3852	Service industrial refrigeration systems	4	25
	3846	Maintain commercial refrigeration and/or air conditioning systems	3	20
	28956	Maintain and service RAC systems and equipment in controlled temperature transport applications	4	20
2. Apply engineering trade skills and knowledge to plan, install, and test a range of RAC equipment in accordance with industry and statutory standards. (53 Credits)	28963	Install commercial RAC equipment under supervision.	3	8
	21913	Shift loads in engineering installation, maintenance, and fabrication work	2	2
	Select a minimum of one unit standard from the following:			

	22707	Install commercial refrigeration and/or air conditioning systems	4	20
	3837	Modify industrial refrigeration systems	4	20
	28957	Install commercial RAC equipment and systems in controlled temperature transport applications	4	20
3. Commission basic installations and work with specialists in the commissioning of the full range of complex plant and equipment (44 Credits)	28959	Demonstrate knowledge of installation and commissioning procedures for commercial RAC equipment	3	8
	29100	Commission commercial RAC equipment under supervision	3	8
	Select a minimum of 20 credits from the following:			
	3841	Commission commercial refrigeration and/or air conditioning systems rated below 50 kilowatts	4	20
	3842	Commission industrial refrigeration systems	5	25
	28958	Commission RAC systems for controlled temperature transport applications	4	20
	28969	Commission commercial RAC systems rated above 50 kilowatts	5	25
4. Apply an understanding of the principles of RAC system design and applications to all aspects of their work (10 credits)	28962	Demonstrate knowledge of design principles for commercial RAC systems	4	5
	28966	Apply design principles to the design of basic commercial RAC systems	4	5
	28954	Interpret drawings and produce sketches for refrigeration and air conditioning systems and components	3	3
5. Recover refrigerant into a cylinder and charge refrigeration systems in accordance with current legislation (3 Credits)	28950	Meet requirements for Approved Filler Test Certificate for refrigerants	3	3

6. Apply knowledge of the use and management of refrigerants in the RAC industry to safely meet all relevant environmental and industrial legislation (15 Credits)	19666	Demonstrate knowledge of refrigerants and their effect on the environment.	3	4
	28952	Demonstrate knowledge of refrigerants and their management	3	5
	28953	Demonstrate advanced knowledge of refrigerants and their management.	4	5
7. Carry out the electrical work associated with the installation, maintenance, servicing and commissioning of refrigeration plant and equipment (50 Credits)	750	Demonstrate knowledge of electrical test instruments and take measurements	2	2
	15851	Demonstrate knowledge of electrical safety and safe working practices for electrical workers	2	3
	15852	Isolate and test low-voltage electrical subcircuits	2	2
	25070	Explain the properties of conductors, insulators, and semiconductors and their effect on electrical circuits	2	7
	25071	Demonstrate knowledge of electromotive force (e.m.f.) production	2	3
	25072	Demonstrate knowledge of electromagnetism theory	2	5
	28964	Apply knowledge of electrical and electronic components to the installation and maintenance of commercial RAC systems under supervision	3	6
	28961	Demonstrate knowledge of electrical and electronic components used in commercial RAC systems	3	6
	27351	Demonstrate knowledge of theory and legislation for registration of electrical appliance servicepersons	3	3
27349	Demonstrate knowledge of theory and legislation for registration of electrical service technicians	3	3	
8. Apply their understanding of the relevant Health and Safety legislation and workplace safety culture in order to work safely and meet responsibilities in a	497	Demonstrate knowledge of workplace health and safety requirements	1	3
	21911	Demonstrate knowledge of safety on engineering worksites	2	2

commercial environment (10 Credits)	21912	Apply safe working practices on an engineering worksite	2	2
	6401	Provide first aid	2	1
	6402	Provide resuscitation	1	1
	28968	Demonstrate knowledge of legislation and codes that relate to work on RAC systems and mechanical building services	3	5
9. Recognise the limits of their ability and the importance of working with integrity and maintaining currency (5 Credits)	There are no specific unit standards aligned to this graduate profile outcome. Graduates achieve this outcome by completing the apprenticeship programme in which these skills are acquired.			



## Training Support

This programme is recognised as a New Zealand Apprenticeship, and as such Competenz carries out an assessment of the company and apprentice to ensure the right skills and knowledge are learnt in a supportive environment by a motivated apprentice.

Apprentice compatibility and requirements:

- The apprentice will be required to complete a 15 -20 minute test with a Competenz Account Manager which assesses the apprentices reading, writing and comprehension ability. This test includes mechanical aptitude, reasoning and number skills. It identifies areas of weaknesses so that extra support can be offered where it is required. Extra support may include advising the employee and employer of Literacy and Numeracy Providers that can offer specialist support.
- A Competenz Account Manager will also engage in a conversation with the apprentice to ensure s/he understands his/her responsibilities, where to go for help and the importance of progressing at a steady rate to complete within the timeframe required.

Company compatibility and requirements:

- The company that the apprentice is employed with will need to have the right types of equipment so that learning and assessment can take place on-job. If the employer does not have the right equipment in some areas, there needs to be an agreement put in place so that the apprentice can go elsewhere to complete the unit standards.
- The apprentice will need to have access to eLearning via use of a personal computer or laptop within their workplace or their home environment.
- Employers are required to support their apprentices throughout the training programme. Initially this is achieved through workplace tasks and on-job training by a designated trainer. This is followed by completion of tasks under close supervision in the workplace. The level of supervision will be adjusted as apprentices develop their skills, knowledge and confidence through the programme. This programme requires the apprentice to operate under broad supervision prior to any assessment.

Competenz supports the apprentice and employer by:

- Organising block courses and distance learning
- Providing assessment material for all on-job components
- Providing assessment services for on-job unit standards
- A Competenz Account Manager will visit the apprentice's workplace at least 4 times a year. During the visits the Account Manager will:
  - Check whether targets are being met (using Competenz database 'Smart TMS').
  - Address any challenges and set new targets
  - Assist the apprentice to align jobs completed to unit standards and complete paperwork
  - Check in with the employer to talk about areas that need improvement
  - Mentor and support the apprentice to completion
  - Keep track of and arrange off-job training
  - Ensure that apprentice's progress through the programme is consistent with their ability and exposure to learning opportunities.

If an apprentice is underperforming or finding it difficult to complete assessments the Account Manager addresses these issues with both the apprentice and employer with the intent to find a solution to lift performance and keep the apprentice on-target to gain the right skills and knowledge to complete assessments.

Competenz QMS OPS002 and OPS003 (held within EdOrg) provide details on the procedures for Managing Training and Trainee Progress.

Competenz QMS CSC002 and CSC003 (held within EdOrg) provide details on the procedures for Database Management and NZQA Reporting.

To ensure Competenz customers have access to good quality training support that is complementary to workplace requirements, Competenz evaluates Training Provider capability to deliver services to companies needing support for employees.

Competenz QMS QA021 (held within EdOrg) provides detail on Provider Pre and Post Contract.

To ensure Competenz identifies learners who require additional literacy and numeracy support, and for Account Managers to provide guidance for literacy and numeracy support that is available for learners in the workplace.

Competenz QMS OPS0012 and LLN Process for Competenz FWN Account Managers (attached) provides detail on Literacy and Numeracy Processes

Smart TMS is used to generate reports which track learner progress, provide alerts for apprentices nearing completion or not meeting achievement targets on their training plan. The reports enable Competenz Account Managers to monitor and assist learners through their learning journey and provide additional support when and if required.

## **Learning and Assessment Methods**

The following learning and assessment methods apply to this programme.

## Learning Methods

Learning will take place on-job by completing day to day tasks under supervision, by attending off-job training with a Training Provider and distance learning through eLearning.

- On-job training enables apprentice to perform their jobs by watching colleagues, emulating their behaviours and performing job-related tasks as they progress. On-job training also involves mentoring from an able supervisor or relevant personnel delegated by the employer.
- Training Providers give apprentices the opportunity to learn new skills that they can bring to the workplace using structured and approved courses. This ensures that all apprentices are taught the same skills regardless of their experience in the workplace, ensuring apprentices have relevant and transferable skills. The courses maybe a combination of classroom tuition and workshop practice with the emphasis on development of technical skills and embedding the learning.
- Distance learning via eLearning supports the theoretical components of the programme.
  - eLearning is an online platform which provides an interactive learning environment. Apprentices are able to gain relevant information and practice activities to prepare themselves for both knowledge and practical assessments.

## Assessment Methods – Assessment

Assessments can be written (theory), portfolio based (collection of evidence), on-job observation (practical) or a combination of all three, particularly for on-job assessments. Assessment outline which unit standard the assessment leads to, under what conditions the apprentice will be assessed, and methods used to assess the apprentice.

- Written assessments are series of questions that are linked to unit standard evidence requirements. The answers can be written in the assessment by the apprentice, or the questions can be verbally asked and recorded by the verifier or assessor.
- Portfolio based assessments require the apprentice to collect paper-based evidence of work that has been undertaken by the apprentice. Evidence in the portfolio can be in the form of drawings, sketches, photos or job cards.
- On-Job observations are captured by a checklist that identifies the tasks the apprentice must perform. The apprentice's supervisor, manager or an assessor must complete the checklist to attest that the apprentice has met standards and conditions stated for the practical assessment.

All assessment guides are accompanied by model answers. Model answers are for the use of assessors as a guide to what they should expect in terms of the type of answers, the length of answers and the level of detail. Model answers contain exemplars for answers to theory questions.

Details of the learning methods used for each unit standard are provided on the following page.

Competenz recognizes that learners may on occasion feel that an assessment decision is unfair or incorrect. These learners are entitled to appeal the assessment decision. Appeals will be reviewed promptly and fairly.

Competenz QMS QA007 (held within EdOrg) provides further details on the Assessment Appeals Process

## Delivery and Assessment

The tables below identifies how the learning outcomes of each unit standard are delivered and the methods used to assess the apprentices skills and, or knowledge.

Employers are encouraged to support apprentices to complete the unit standards in the sequence identified below, however it is recognised that this may vary as operational requirements of the employer may result in apprentices acquiring skills and knowledge in a different order.

Unit Number	Unit Title	Level	Credit Value
<b>Year 1</b>			
<i>Unit standards 15851, 15852, 6401 and 6402 lead to the award of a Trainee Limited Certificate (TLC). It is expected that the apprentice will completed the above units and have submit the application within the first 12 months to the Electrical Workers Registration Board (EWRB).</i>			
<b>On-Job</b>			
2395	Select, use, and care for, engineering hand tools	2	4
2396	Select, use and maintain portable hand held engineering power tools	2	4
2679	Join metals using the torch brazing and soldering processes	3	6
21909	Demonstrate knowledge of fasteners used in mechanical engineering	2	1
497	Demonstrate knowledge of workplace health and safety requirements	1	3
21911	Demonstrate knowledge of safety on engineering worksites	2	2
21912	Apply safe working practices on an engineering worksite	2	2
<b>Distance Learning</b>			
19666	Demonstrate knowledge of refrigerants and their effect on the environment.	3	4
25070	Explain the properties of conductors, insulators, and semiconductors and their effect on electrical circuits	2	7
25071	Demonstrate knowledge of electromotive force (e.m.f.) production	2	3
25072	Demonstrate knowledge of electromagnetism theory	2	5
20799	Demonstrate knowledge of common engineering metals	3	4
20917	Demonstrate basic knowledge of engineering materials	2	2
<b>Block Course</b>			

28952	Demonstrate knowledge of refrigerants and their management	3	5
28970	Demonstrate knowledge of the principles of refrigeration and air conditioning	3	15
750	Demonstrate knowledge of electrical test instruments and take measurements	2	2
21913	Shift loads in engineering installation, maintenance, and fabrication work	2	2
<b>Training Provider</b>			
6401	Provide first aid	2	1
6402	Provide resuscitation	1	1
15851	Demonstrate knowledge of electrical safety and safe working practices for electrical workers	2	3
15852	Isolate and test low-voltage electrical subcircuits	2	2
<b>Year 2</b>			
<i>It is expected that apprentices achieve an Electrical Appliance Serviceperson (EAS) License through a Training Provider affiliated with Electrical Workers Registration Board by the end of year 2. The qualification cannot be awarded unit apprentices acquire this license*.</i>			
<b>On-Job</b>			
28967	Fabricate, assemble, and install refrigeration and air conditioning components under supervision	2	6
<b>Distance Learning</b>			
28960	DKO commercial RAC system maintenance and servicing	3	8
28959	Demonstrate knowledge of installation and commissioning procedures for commercial RAC equipment	3	8
21905	Demonstrate knowledge of trade calculations and units for mechanical engineering trades	2	6
21908	Demonstrate knowledge of basic mechanics for mechanical engineering trades	2	3
2430	Manually produce and interpret engineering sketches under supervision	2	4
2432	Manually construct plane geometric shapes for engineering	2	3
<b>Block Course</b>			

23959	Prepare and purge braze piping for refrigeration and air conditioning	3	4
28965	Maintain and service commercial RAC systems and equipment under supervision	3	12
28963	Install commercial RAC equipment under supervision	3	8
28963	Commission commercial RAC equipment under supervision	3	8
<b>Training Provider</b>			
28950	Meet requirements for Approved Filler Test Certificate for refrigerants	3	3
27351	Demonstrate knowledge of theory and legislation for registration of electrical appliance servicepersons	3	3
<b>Year 3</b>			
<i>It is expected that apprentices achieve an Electrical Service Technician (EST) License through a Training Provider affiliated with Electrical Workers Registration Board by the end of year 3. The qualification cannot be awarded unit apprentices acquire this license*.</i>			
<b>On-Job</b>			
Select a minimum of one unit standard from the following:			
22707	Install commercial refrigeration and/or air conditioning systems	4	20
3837	Modify industrial refrigeration systems	4	20
28957	Install commercial RAC equipment and systems in controlled temperature transport applications	4	20
<b>Distance Learning</b>			
28961	Demonstrate knowledge of electrical and electronic components used in commercial RAC systems	3	6
28962	Demonstrate knowledge of design principles for commercial RAC systems	4	5
28968	Demonstrate knowledge of legislation and codes that relate to work on RAC systems and mechanical building services	3	5

<b>Block Course</b>			
28955	Diagnose and rectify faults in commercial RAC systems and equipment under supervision	3	8
28953	Demonstrate advanced knowledge of refrigerants and their management.	4	5
28966	Apply design principles to the design of basic commercial RAC systems	4	5
28954	Interpret drawings and produce sketches for refrigeration and air conditioning systems and components	3	3
28964	Apply knowledge of electrical and electronic components to the installation and maintenance of commercial RAC systems under supervision	3	6
<b>Training Provider</b>			
27349	Demonstrate knowledge of theory and legislation for registration of electrical service technicians	3	3
<b>Year 4</b>			
<b>On-Job</b>			
Select a minimum of 40 credits from the following:			
3846	Maintain commercial refrigeration and/or air conditioning systems	3	20
3847	Perform maintenance operations on industrial refrigeration systems	4	20
3851	Service commercial refrigeration and/or air conditioning systems	4	20
3852	Service industrial refrigeration systems	4	25
28956	Maintain and service commercial RAC systems and equipment in controlled temperature transport applications	4	20
Select a minimum of 20 credits from the following:			
3841	Commission commercial refrigeration and/or air conditioning systems rated below 50 kilowatts	4	20
3842	Commission industrial refrigeration systems	5	25
28958	Commission commercial RAC systems for controlled temperature transport applications	4	20
28969	Commission commercial RAC systems rated above 50 kilowatts – new unit added	5	25

\*These licenses must be achieved prior to the award of the New Zealand Certificate in Refrigeration and Air Conditioning, Level 4. Whilst it is recommended that an EAS course and EST course is complete in the years stated above to balance the learning and assessment requirements there are Training Providers that offer both the EAS and EST course as one. Therefore apprentices are required to check with the Training Provider on how their courses are delivered.

Learners must ensure that EAS, EST and TLC are achieved by the end of year 3 in order to be able to carry out the work required in the year 4, where the unit standards require the learner to be registered and complete work unsupervised.

A sample of the learning text and written assessment (attached) describes how learning and assessment occurs.

All Competenz learning and assessment material is required to undergo pre-moderation and approval before use. Competenz QMS QA002 (held within EdOrg) provides details on the procedures for pre-moderation of learning and assessment resources.

Post moderation of unit standard assessment is conducted regularly by Competenz to quality assure assessment standards. This is carried out in accordance with Competenz QMS QA004 (held within EdOrg).

Consent and Moderation requirements are detail in Competenz Accreditation and Moderation Action Plan 13 (attached)



## Recognition of Prior Learning, Credit Recognition and Transfer

Competenz recognizes that people may enter Competenz' Industry Training Programmes to gain a qualification in an industry for which they already have extensive experience, foreign qualifications, or existing National Certificates. These applicants may seek to be exempt from some or all of the unit standards in the qualification.

Competenz QMS QA016 (held within EdOrg) provides details on the procedures for Assessment of Prior Learning

## Consultation

Competenz is the Qualification Developer for the qualification this programme leads to.

Competenz consulted with employers in the Refrigeration and Air Conditioning Industry.

Industry employers identified the following:

- The current qualification meets the needs of the industry. The emphasis should be put towards improving the quality of the programme and deliverables to learners. Deliverables such as quality of distance learning and block course material requires improvement.
- The need for continual improvement as poor delivery has historically been a major factor.
- Continue to build on relationships with RAC associations to remain connected to the changing needs of industry.

## Programme Review and Improvement

Competenz formally evaluates its training programmes over a five year cycle. Formal evaluations provide evidence based recommendations for programme improvement.

A formal evaluation review looks into the following:

- Outcomes, including credit achievement, qualification achievement.
- Demographics, including learner ethnicity, age and participation.
- Inputs, including the qualification, course content, unit standards, assessor training, programme design, resource design, training plan, programme delivery.
- Feedback, including learner feedback, employer feedback and moderation feedback.

Competenz QMS QA008 (held within EdOrg) provides details on the procedures for Programme Review.

Competenz QMS AC001 (held within EdOrg) provides details on quality assurance of documents submitted to NZQA.

## Support documentation attachments

The following supporting documents are held with the EdOrg system at NZQA

- Competenz QMS QA008 Programme Evaluation and Improvement
- Competenz QMS QA016 Assessment of Prior Learning Policy
- Competenz QMS OPS002 Trainee Progress Management Procedure
- Competenz QMS OPS003 Learner Sign Up Procedure
- Competenz QMS CSC002 Database Management Policy
- Competenz QMS CSC003 NZQA Reporting Policy
- Competenz QMS QA002 Resources and Assessment Guide Pre-Moderation
- Competenz QMS QA004 Post Assessment Moderation
- Competenz QMS QA007 Assessment Appeal Process
- Competenz QMS QA021 Provider Evaluation Pre and Post Contract
- Competenz QMS PD001 Quality Assurance of Documents Submitted to NZQA

The following supporting documents are attached:

- Sample of assessment or learning text