

**Qualification Title:** New Zealand Certificate in Residential Property Management (Level 4)

**Date of review:** 26 May 2015.

**Qualification number:** 1809

**Final decision on consistency:** *National Consistency Not confirmed* – due to review of the qualification

### Tertiary Education Organisations with sufficient evidence

Tertiary Education Organisation	Final rating
The Skills Organisation	<i>Sufficient</i>

### Threshold

The threshold to determine TEO consistency with the graduate profile was agreed as evidence of:

- Appropriate mechanisms for delivery and assessment including industry developed assessments, a robust moderation process and well supported assessors.
- Industry engagement that determines that the qualification matches industry needs.
- The graduates are able to work effectively and professionally at the level of a residential property manager in the property rental environment.

### Introduction

This qualification was developed by the ETITO, which was rebranded in 2012 as Skills Organisation. The purpose of this level four qualification of 45 credits was to provide the residential property sector with people who would be able to operate as residential property managers, without supervision. This residential property qualification was one of two listed on the framework in July 2012, the other being at level 3. As part of the mandatory review of real estate qualifications these two qualifications were reviewed ahead of their scheduled date. The review recommended that the:

- New Zealand Certificate in Residential Property Management (Level 3) be expired due to low uptake. This recommendation was mandated by the sector.
- Content pertaining to the Residential Tenancies Act (1986) and the Tenancy Tribunal be lifted from the level 3 certificate and placed in the New Zealand Certificate in Residential Property Management (Level 4) to the value of 26 credits.
- Potential of an optional strand in community housing for the level 4 certificate be more fully scoped.

Feedback from industry noted that the current qualification no longer met industry needs and that '26 credits from the existing level 3 are relevant to the level 4 outcomes' and that the 'existing qualification at level 4 does not go into enough detail on the Residential Tenancies Act 1986.'

The new 65 credit level four qualification is currently with NZQA for approval.

There were 58 graduates in 2014 and 5 to date in 2015 for the 1809 qualification.

The consistency guidelines as currently presented in the qualification document are no longer current. There has been a rebranding for the qualification owner and a shift in practice in terms of NZQA guidelines for managing consistency.

### Evidence

Evidence was presented to demonstrate that graduates met the outcomes specified in the graduate profile. The evidence presented and discussed at the review included:

- Confirmation that TEOs had coherent programmes of study which ensured that programme components led to the graduate profile.
- The TEO demonstrated that they had robust mechanisms for ensuring assessment was fair, consistent and assessing candidate's capability as per the graduate outcomes. Evidence included:

Pre and post moderation reports

Instructions for candidates, observers and assessors

The use of subject matter experts to develop and review assessments did what?

Regular professional development for all assessors, including those in the workplace and those on contract

- Evidence of stakeholder engagement as part of the mandatory review of qualifications.
- Completion and graduate data which showed programme results and graduate's employer.

### **How well does the evidence provided by the education organisations demonstrate that its graduates match the graduate outcomes at the appropriate threshold?**

The evidence presented was sufficient to demonstrate how well the graduates match the graduate outcomes and the level of the qualification. However, as explained at the event and highlighted in the review report The Skills Organisation did not undertake trainee and employer research surveys due to the qualification being under review. The Organisation thought by conducting further research this would confuse the stakeholders.

In future the organisation plans to undertake regular surveys of graduates and employees to ensure timely, relevant feedback on the knowledge and skills demonstrated to meet the industry needs.

The Skills Organisation has a dedicated research team who are continually providing industries with relevant, factual research which then builds a picture of the trends within the industry to inform qualification development and graduate profiles.

The Skills Organisation also has appointed Industry Managers that have responsibility to build and strengthen relationships across the industry. This enables them to be a key member of this sector and keep abreast of changes and influence these changes on an on-going basis to ensure our graduates match the outcomes.

These future surveys would cover all recent graduates and employers, taken from their database. The survey focus and purpose is to ask pertinent questions to establish that Graduates do or do not meet Graduate Profile Outcomes (GPO's) in business as usual (BAU) after graduating.

### **Special Focus**

There was no special focus for this review.

### **Issues and concerns**

The qualification has been re branded and includes changes mentioned above to accommodate new industry need.

### **Recommendations to Qualification Developer**

The qualification developer is already reviewing this qualification and is aware of the issues.