

Qualification Title: New Zealand Certificate in Cleaning (Level 2) with optional strand in Health Care Facilities Cleaning

Qualification number: 2316

Date of review: 3rd June 2020

This report refers to graduates awarded this qualification prior to: 31 December 2019

Final decision on consistency of the qualification: National consistency is confirmed

Threshold:

The threshold to determine sufficiency with the graduate profile was determined as evidence that the graduate can:

- plan their time in order to complete workplace tasks and use appropriate equipment/tools/products to carry out specific core cleaning responsibilities
- apply basic hygiene principles to prevent contamination or infection
- correctly dispose of cleaning products, showing understanding of safe practices
- communicate with others in the workplace and identify and recognise the boundaries for communicating within their role with their supervisor, colleagues, or clients
- apply security and safety requirements for the organisation and themselves within their specific cleaning responsibilities
- *(for those graduates completing the optional Health Care Facilities Cleaning strand) apply infection control and contamination prevention procedures, under supervision.*

The threshold statement is essentially unchanged from that developed in the previous consistency review in July 2016 and aligns to the strategic purpose of the qualification.

Education Organisations with sufficient evidence

The following education organisations have been found to have sufficient evidence.

MOE Number	Education Organisation	Final rating
8144	Community Support Services ITO (Careerforce)	Sufficient

Introduction

This 40 credit Level 2 qualification is an entry-level qualification for the cleaning industry and is designed to maintain professional standards in the industry. It provides graduates with a credential that will support employment opportunities and a pathway for development. The qualification has an optional 5 credit strand recognising the skills required for cleaning in health care facilities.

The qualification is presently delivered through one TEO, the Community Support Services ITO (Careerforce).

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Between 2016 and 2019, there have been 936 graduates of the programme across 175 employer sites. Of these graduates, 56% (522) have completed the Healthcare Facilities Cleaning Endorsement. Twenty-five graduates were Gateway students.

Much of the cleaning workforce is transient. Many employees have unstable employment (due to the short-term nature of many cleaning contracts) and workers often have multiple part-time employment agreements. Low literacy amongst learners is a significant issue which is being addressed by Careerforce and many learners are recent immigrants. Although on-line modules are available, most learners opt for learning on the job and paper-based study.

Employers vary considerably in size, from large national organisations to small owner-operators or franchise holders.

Evidence

The education organisation provided a range of evidence to demonstrate that their graduates met the graduate profile outcomes.

The criteria used to judge the evaluation question were:

- The nature, quality and integrity of the evidence presented by the education organisation
- How well the organisation has analysed, interpreted and validated the evidence, and used the understanding gained to achieve actual or improved consistency
- The extent to which the education organisation can reasonably justify and validate claims and statements relating to the consistency of graduate outcomes.

Evidence included: programme development documentation, examples of moderation practice, employer and graduate surveys, workplace advisor feedback, and the 2017 EER report for the ITO where this qualification was a special focus. The qualification was reviewed in 2019 alongside the Level 3 qualification and documentation from this review provided relevant evidence.

How well does the self-assessment and supporting evidence provided by the education organisation demonstrate that its graduates match the graduate outcomes at the appropriate threshold?

Evidence of extensive and continuing interaction with employers was strong. It was noted that it is difficult to get specific good feedback from graduates. However, there was active discussion with the Union (Etu) during the qualification review which reflected positive graduate views of the value of the qualification. It was also noted that some franchises require their franchise holders to undertake this qualification and thus many employers hold the qualification themselves.

Careerforce undertakes regular and effective moderation of assessments for this qualification and has good feedback processes in place.

Overall, the self-assessment and supporting evidence supplied by the organisation was found sufficient and demonstrates that their graduates meet the graduate outcomes at the determined threshold.

Special Focus (includes special focus on a strand or outcome)

There was no special focus, although attention was paid to whether the evidence provided was representative of those graduates obtaining the optional endorsement.

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Examples of good practice

Examples of good practice included effective pre-assessment and post-assessment moderation, strong liaison with workplaces and continuing review of programme content and delivery designed to meet both the needs of learners and changes within the workplace.

Issues and concerns

Conventionally administered on-line surveys of either employers or graduates in this industry do not generate sufficient response rates to provide robust evidence that graduate profile outcomes are being met.

Recommendations to Qualification Developer

The qualification was extensively reviewed in 2019, with only minor changes being made. These largely focussing around an increased emphasis on work-place communication. However, it was noted that changes in the programme itself are on-going in order to accommodate changes in practice (e.g. enhanced precautions due to Covid19 and the move to more environmentally sustainable cleaning methods). Currently, the ITO is investigating micro-credentials for specialist cleaning techniques to complement the core qualifications at Levels 2 and 3.