

Qualification title: New Zealand Diploma in Ambulance Practice (Level 5)

Qualification number: 3065

Date of review: 9 June 2022

This report refers to graduates awarded this qualification prior to: 31 December 2021

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

It was agreed at the review meeting that the threshold, for the purpose of this consistency review, was aligned with the graduate profile outcomes of the qualification (version one).

Threshold:

The threshold to determine sufficiency with the graduate profile was determined as evidence of graduates who are able to:

- Apply functional knowledge of anatomy, physiology, and pathophysiology, for a range of commonly seen medical and trauma conditions, to improve patient outcomes in an ambulance context
- Perform differential diagnoses and determine patient acuity using knowledge of structured, focussed patient assessment techniques to improve patient outcomes in an ambulance context
- Manage and treat patients using knowledge of structured, focussed patient assessment techniques to improve patient outcomes in an ambulance context
- Provide competent out-of-hospital care incorporating safe, legal, ethical, and culturally safe practice to improve patient outcomes in an ambulance context
- Communicate appropriately with stakeholders, including patients, whanau, health care providers and other emergency services, using speaking, listening, and writing skills, to improve patient outcomes in an ambulance context.

Education Organisations with sufficient evidence

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

MOE Number	Education Organisation	Final rating
8103	The Skills Organisation	Sufficient

Introduction

The purpose of this qualification is to provide the New Zealand public with individuals who are competent at providing out-of-hospital clinical care using a patient-centric approach in the ambulance context. This qualification is suitable for individuals seeking to develop their career within the ambulance sector, as an alternative entry point to degree study.

Final Consistency Review Report

This qualification is a foundation to a career in the ambulance sector. Graduates of this qualification will have the skills and knowledge to work as an Emergency Medical Technician (EMT) in the ambulance environment. Graduates of this qualification do not automatically gain Authority to Practice. This is a separate endorsement by the ambulance service provider.

This qualification builds on the New Zealand Certificate in Emergency Care (First Responder) (Level 3) [Ref:3063], and it is required as a prerequisite for entry to this qualification. Graduates may progress to other ambulance related qualifications at NZQF Level 7, such as Bachelor in Health Science (Paramedicine) or (Paramedic).

The general conditions relating to the programme, listed in the qualification document, require education organisations offering programme towards this qualification must:

- Have a formal arrangement with an accredited emergency ambulance service provider who complies with NZS8156:2008 (or any subsequent amendments or replacements) for the purposes of clinical placement
- Be able to ensure student access to clinical placements on a frontline emergency ambulance, to meet the qualification outcomes
- Engage trainers who have current ambulance Authority to Practice at Emergency Medical Technician or higher, under the scopes of practice agreed and approved by Ambulance New Zealand (National Ambulance Sector Clinical Working Group)
- Include patient contact in a frontline emergency ambulance context evidenced by a portfolio demonstrating clinical decision-making and application of skills and knowledge across the graduate profile outcomes.

The earlier version of this qualification was developed in 2017 by Skills Organisation in collaboration with the ambulance sector and it was listed on the New Zealand Qualifications Framework (NZQF). A review was held in 2021 and version two is now listed on the framework.

As noted earlier, this consistency review related to version one of the qualification, and the data provided aligns with this version. There was one education organisation, an industry training organisation with graduates from the programme of industry training, leading to the award of this qualification. Skills Organisation had a formal arrangement with St John - an accredited emergency ambulance service provider, to provide clinical training and assessment for learners employed in voluntary positions. There was a total of 818 graduates over the reporting period.

The consistency review was held via a video conference meeting on 9 June 2022, and was attended by representatives of the Skills Organisation, St John, and the Toitū te Waiora (Community, Health, Education and Social Services) Workforce Development Council (WDC) that has responsibility for development and endorsement of industry qualifications relating to the community, health, education and social services sectors.

Evidence

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

Final Consistency Review Report

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, including in relation to other providers of programmes leading to the qualification.

The evidence included:

- Confirmation that the approved programme of industry training and the component unit standards, were aligned to and led to assessment of the graduate profile outcomes.
- Confirmation that the general conditions relating to the programme, as outlined in the qualification document and noted in the introductory section of this report, were met through the delivery and clinical experience.
- Confirmation that learners were employed by St John and had met the entry requirements for the programme, including holding the New Zealand Certificate in Emergency Care (First Responder) (Level 3).
- Learners were supported by mentors as they developed and consolidated skills and knowledge during their operational road shifts.
- Evidence that assessments had been robustly developed with input from previous learners, tested through focus groups, and met requirements as demonstrated through pre-assessment moderation results.
- Internal moderation evidence that assured the programme was being assessed consistently, and the tracking of moderation results and identification of trends were informing assessor feedback and building capability.
- Survey results and feedback from graduates, mentors and Area Support Managers, confirming that the programme had provided graduates with a range of skills aligned to the graduate profile outcomes.
- Destination data showing graduates moved into full-time, paid or volunteer roles as Emergency Medical Technicians (EMT), casual paid roles, and volunteer roles as First Responders (FR) and EMTs.
- Results of the Clinical Industry Day Assessment, which is separate from the qualification, but aligned to the graduate profile outcomes, conducted two to four months following graduation, that if attained provides graduates with 'Authority to Practice' (ATP).
- An analysis of adverse incident and complaints reporting relating to graduates over the 2020-2021 period did not indicate any capability issues relating to the graduate.
- An attestation from the employer, that graduates have achieved the qualification outcomes.
- Evidence that organisations involved have worked collaboratively for the benefits of the learners and the ambulance practice industry.

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?

The Skills Organisation, in conjunction with St John, submitted an extensive range of quality evidence that could be triangulated to demonstrate that their graduates match the graduate outcomes at the agreed threshold.

Good evidence relating to the approved programme industry training and how the unit standard outcomes were mapped against the qualification's graduate profile outcomes was provided. A robust process was used to develop and test the teaching and assessment material. The quality and suitability of assessments were assured by Skills Organisation through the pre-assessment moderation, with all material meeting the required standards. St John demonstrated that their internal moderation practices were robust, and assessment was consistency. Recent enhancements made to the tracking of internal moderation results was providing useful information for tracking trends and informing the assessor training. Learners were provided with real-world experiences and were well supported by mentors during their operational road shifts. Overall, this programme evidence was persuasive and demonstrates that the programme design and assessment practices, support the graduates' consistency with the graduate profile outcomes.

Graduates, clinical support officers (mentors) and managers survey results and feedback confirmed that graduates had gained, and were using, the skills and knowledge outlined in the graduate profile. The recently appointed area support managers' ratings were slightly lower than the graduates and mentors, and this is explained by their being more removed from frontline operations and reasonably new to the organisation. The corroboration of graduates and mentors results was most relevant as they had a more direct relationship, particularly during their consolidation of skills and knowledge in the early days of their role.

Destination data was strong, showing the 50 percent of the graduates were working in full-time Emergency Medical Technician (EMT) roles, 25 percent were in casual roles, 25 percent in volunteer roles (mix of EMT and First Responders (FR)). This is convincing evidence that showing graduates had achieved and were applying the graduate profile outcomes.

Alongside this strong destination data, was the evidence relating to the industry assessment conducted a few months after the educational requirements of the qualification have been met. Overall, 90 percent of graduates had passed this assessment, giving them their 'Authority to Practice' (ATP). Conducted by independent assessors who were not involved in the education programme, and with a robust moderation process, these ATP results are also strong evidence for confirming the consistency of graduate outcomes.

St John conducted a review of adverse incidents and complaints during the 2020 and 2021 period. An analysis of this data showed the level of reportable events relating to graduates is insignificant, and considering the complex nature of emergency ambulance work, this is another indicator that graduates have successfully met the qualification's outcomes.

Final Consistency Review Report

The evidence was robustly analysed, interpreted, and triangulated, and used to present a clear and convincing argument for how well each evidence source and the evidence, taken as a whole, had shown that graduates were demonstrating the graduate profile outcomes.

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

Special Focus

None

Issues and concerns

None

Recommendations to Qualification Developer

None