

**Qualification Title:** New Zealand Certificate in Case Management (Level 5)

**Qualification number:** 3630

**Date of review:** 14 July 2022

This report refers to all graduates awarded this qualification prior to **31 December 2021**.

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

### Threshold

The threshold to determine sufficiency with the graduate profile was agreed to be the graduate profile outcomes of the qualification:

Graduates are able to work with and support clients and other stakeholders throughout the duration of a case, within their delegated authority and the rules of their organisation.

### Education Organisations with sufficient evidence

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

MOE Number	Education Organisation	Final rating
8103	Skills Organisation	Sufficient

### Introduction

The purpose of this level 5, 80-credit qualification is to provide New Zealand organisations in the public and private sectors with people who take a client-centred case management approach. Cases may involve personal, social, and/or legal situations in a range of contexts and complexities and will involve working with a diverse range of people and relevant resources to promote quality outcomes. Graduates are able to work with and support clients and other stakeholders throughout the duration of a case, within their delegated authority and the rules of their organisation or industry.

Ringa Hora Services Workforce Development Council is the qualification developer, and a representative participated in this review. One education organisation with graduates participated in the online consistency review meeting with a total of 65 graduates across the four-year reporting period for this qualification. One observer was present during the consistency review meeting. The qualification review will occur during 2022 and Ringa Hora Services confirmed all key stakeholders will be consulted.

### Evidence

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

## 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.

### **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 provided for this review included:

- Confirmation that the education organisation had a programme of study which ensured that programme components led to the graduate profile outcomes
- Evidence of moderation of assessor judgements and assessments that assured the programmes were assessed at an appropriate level
- Records of positive feedback from graduates
- The most compelling evidence was from the single employer of all graduates.

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

### **Special Focus**

None

### **Issues and concerns**

None

### **Recommendations to Qualification Developer**

None