

QUALITY AUDIT SUMMARY

on

Actions for Survival Training Ltd

Audit Date: 19 February 2008

Web Report Date: 2 July 2008

Provider ID: 8217

1 Objectives

The audit aimed to obtain reasonable assurance that Actions for Survival Training Ltd is a sound and stable provider, has effective quality management systems in place, and is substantially achieving its goals and objectives as required by Quality Assurance Standard for Private Training Establishments, Government Training Establishments and Wānanga (QA Standard One).

The results of this audit will contribute to the decisions made by the Quality Assurance Division to confirm ongoing registration and accreditation, and the length of time until the next audit.

An audit is a snapshot of the organisation's performance at a particular time. As such, it is not a guarantee of ongoing compliance and effectiveness. An audit is based on sampling and instances of non-compliance may remain undetected.

2 Scope

The audit covered all elements of QA Standard One except 1.2.8, Research. Research was excluded because Actions for Survival Training does not offer degree courses.

3 Responsibilities

Actions for Survival Training is responsible for meeting all requirements of QA Standard One by ensuring the quality of its management systems and the achievement of its goals and objectives.

Under the Education Act 1989, the New Zealand Qualifications Authority (NZQA) is responsible for registering private training establishments and granting accreditation to organisations offering approved courses.

4 Background

This was a scheduled audit at the organisation's site in Manukau.

Actions for Survival Training (formerly known as Corporate Safety) was previously audited in 2006 and did not meet three requirements of QA Standard One. The requirements not met related to achievement of goals and objectives.

Actions for Survival provides first aid training for a wide range of industries. Students have the opportunity to gain first aid unit standards in pre-emergency aid, intermediate first aid, and health and safety.

5 Summary

At this audit (2008), Actions for Survival Training met all but one requirement of QA Standard One.

The one requirement not met related to applying a coherent set of policies and procedures.

The requirements not met at the previous audit have been addressed.

Goals and objectives

Actions for Survival Training aims to provide quality, cost-effective training for its clients. The organisation sets training goals to ensure it meets clients' requirements and students' needs. This is measured by acceptable pass rates and student satisfaction levels at 80 per cent or higher.

Governance and management

The organisation has a governance structure in place which includes bringing in professional advice as required. The directors also participate in running the programmes.

The quality management system (QMS) is being applied. However, at the time of the audit the QMS did not contain coherent policies and procedures for notifying NZQA of significant changes, reporting and recording of learner results, and internal moderation.

The organisation is exempt from providing student fee protection as courses are less than five days in duration.

Personnel

Actions for Survival Training employs tutors with the appropriate educational qualifications and experience to deliver its courses. Tutors also come from a diverse range of working backgrounds, which means they can relate well to the client's needs and training environment. Staff maintain current knowledge and skills by interaction with the first aid sector and are attending courses in adult education.

Physical and learning resources

Actions for Survival Training conducts training at client sites, and therefore health and safety needs are provided for by the client. Resources are identified at the course planning stage and take into account students' needs. Resources used in the first aid training are sufficient and up to date, to ensure that students benefit from the resources.

Learner information, entry and support

Clients receive a brief outlining the course expectations, any special conditions set by the client, and responsibilities for reporting unit standard credits if applicable. Information provided to students at the start of the course covers course content, assessment information, and appeals. The information is presented in a variety of formats to ensure students have a good understanding of the course requirements. Any prerequisites are also checked so that students receive the appropriate level of training.

Tutors are aware of the need to provide a safe environment and are appropriately trained to assist students should they experience difficulty with any part of the training. Students may also be referred to external services if they require further support.

Development, delivery and review of programmes

Actions for Survival Training develops programmes that are tailored to the client's needs and take into account available resources, legislative requirements, and industry input. Training is usually delivered using a blend of theory and practical sessions. The delivery is hands-on and

is contextualised to suit the students' work environment, whether it is an introductory, refresher, or advanced first aid course.

A variety of resources are used, including macromedia PowerPoint presentations, learning tools, and music, to deliver the training effectively. The courses are reviewed using outcomes and feedback from industry, clients, students, and the tutors. Improvements are made and new materials developed as required.

Assessment and moderation

The organisation's assessments met the national standards set by NZQA and other standard-setting bodies. Tutors' assessment are checked to ensure they are consistent. However, the organisation needs to document its processes to ensure assessment continues to be fair, consistent, authentic, and current with legislative requirements.

Notification and reporting on learner achievement

Actions for Survival Training reports student outcomes to the client and maintains the record of achievement, where applicable. Reports are archived for any reassessment or appeals. However, these processes were not documented in the QMS at the time of the audit.

Achievement of goals and objectives

The organisation monitors student achievement and satisfaction on a regular basis throughout the year. The results show that the organisation is exceeding its targets. There is sufficient evidence that the organisation has implemented formal review processes, although some policies and procedures were not included in the QMS and therefore were not able to be reviewed, for example the archiving of student records policy.

Closing statement

Actions for Survival Training has expertise in the first aid field and is actively involved in standard setting for the industry. Courses are well developed and provide interactive learning opportunities which appear to be effective in achieving high results. As the organisation's QMS is relatively new, the inclusion of the policies and procedures mentioned in the report will ensure that the organisation is able to provide quality learning outcomes.

