

Executive Summary

Statement of confidence on educational performance

NZQA is **highly confident** in the educational performance of Vertical Horizonz Industry Training Group Limited.

Key reasons for this are:

- Course completion and achievement are consistently at the 90 percentile, endorsed by positive external moderation reports. The achievement rates are excellent for these short courses.
- Training is tailored to client need, incorporates client standards of practice, and is delivered where possible at client premises. In addition, VHG has two purpose-refurbished training sites (transport, and height and confined space respectively). There is clearly good identification of client needs, VHG is highly responsive to those needs, and there was ample evidence that those needs are being met.
- Skilled and qualified staff are available for training nationwide and in Australia. The management team are also trainers, ensuring they experience first-hand all processes of delivery, assessment, and feedback. These sound management decisions contribute to good outcomes.
- There was evidence that VHG provides quality training, as shown by return business, analyses of client feedback, and growth in the client base. The review team saw how VHG used this feedback to improve safe practice in the workplace, an outcome sought by VHG, its clients, and trainees.
- Evidence was provided that staff are valued and that their input into improvements in processes and delivery is appreciated. Examples were sighted of how each of the different staff groups, (administration, trainers, contractors, governance and management) contributed collectively to the valued outcomes of course achievement and workplace safety awareness and practice.

Statement of confidence on capability in self-assessment

NZQA is **highly confident** in the capability in self-assessment of Vertical Horizonz Industry Training Group Limited.

Key reasons for this are:

- On completion, each course is evaluated by trainee and trainer through the trainer project activity reports (PARs). In addition, programme managers and management seek feedback directly from the client. These activities show VHG's commitment to improving practice to increase outcomes.

- Robust process and practices are in place, with opportunities for formal and informal review through discussions and quality improvement requests (QIRs) by all staff.
- Ample evidence was provided both by VHG and clients interviewed of feedback opportunities and action taken to improve practice following feedback, such as the request to use photographs to better demonstrate safe practice. This helped the trainees' understanding, and increased achievement.
- Clear evidence was provided of the holistic organisational approach taken by VHG, from the initial enquiry call through to the feedback provided to and from the client post-course. Administration staff knowledgeable in one discipline, for example height safety, are now trained in all disciplines to better inform clients and trainees about course choices.
- Additional expertise is contracted to provide objective monitoring of assessment and moderation and internal audit of processes and practices. As management are also trainers this external quality assurance gives VHG confidence that all practices and processes are consistent and effective.

TEO response

Confirmation form signed in the affirmative.