

# **The ENERGY TRAINRES Ltd**

## **Quality Management System**

### **NZQA SELF REVIEW REPORT – October 2024**

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#### **Purpose of this Report**

The purpose of this Self Review report is to record the process followed and the findings of the Self Review undertaken by The Energy Trainers Ltd as part of it ongoing QMS. It was an in depth review looking at the educational performance and capability of the training offered and delivered by The Energy Trainers Ltd.

It forms part of the audit trail and accountability process required by NZQA and our stakeholders.

#### **Scope of the Self Review**

We considered the following approach as the basis of the self-review

- Define the scope of self-review
- Conduct some evaluative conversations.
- Identify strengths, areas for improvement, and opportunities for innovation.
- Document / report the outcome/ learnings.

The agreed scope / defined areas of the self-review, included the areas listed below.

It was felt by the management of The Energy trainers that these areas are the ones which would best highlight the standard of the training delivery supplied to trainees and stakeholders and would identify any areas of concern for continuous improvement.

- 1) Design of training (How courses are formatted for best outcomes for trainee and stakeholder.**
- 2) Material and recourses (The process of conducting the course or DLP's).**
- 3) Feedback from students and stakeholders and analysis of this data.**
- 4) Assessment and moderation results.**
- 5) Governance, management, and strategic planning.**

**And this round of self-review we included the. 6) NZQA IDC, self-review guidelines.**

## Process of the Self Review

The self-review process, forms another similar process to the internal audits previously conducted, but it has been aligned to meet the requirements of NZQA self-review.

The Energy Trainers management conducted a work shop to evaluate the six Key Evaluation questions and how they were being managed within the business for the delivery of targeted training & assessment.

***The above six processes where selected as the most valuable areas to best gather data to allow the self-review to be most effective and to set a foundation for moving forward.***

## Summary of Results

We are confident in the process of self-review and what the outcomes of this were in assessing our training delivery and assessment processes.

- 1) Course feedback from trainees is extremely positive with an average rating of 93.5 %. (KPI >80%) This indicates to us that the trainees are having a positive experience with our training.
- 2) Distance learning training results also have recorded high pass marks. Which also indicates to us that from the design of the material through to the marking of the written assignment our processes are clearly extremely effective.
- 3) Our up front consultation process with Key stakeholders continues to be the basis of our success in delivering a product that meets the client / industry needs. This process has been the corner stone of our business for many years. It clearly gets buy in from our clients and ensures the trainees get exactly what is required for competency in the work place. The additional comments provided by some of our stakeholders is encouraging.

4) Our course material is continually maintained for relevance, and our internal / external moderation processes maintain and assurance and confidence to the trainee and stakeholders that our product delivery is to current best practice. External Moderations have been undertaken (between 2023 and October 2024) by Waihanga Ara Rau, Connexis, and Toitui Te Wairoa. A total of 14 scripts have been moderated with no rejections of process.

5) Governance continues to be at a high standard, and the quality management system (The Energy Trainers QMS) continues to be an effective tool. NZQA Std One, is related to our business drivers).

6) The company has slightly changed its business since 2020 (*Covid*), and now have only one full time trainer. Our other two trainers/assessors are now contract employees. As a result of this, some Quality policies have been revised and also as a result of this self-review, some additional policies / procedures have been revised.

## Findings

We recorded the finding of our self-review under the following headings.

***1 How well do learners achieve?***

***2 What is the value of the outcomes for key stakeholders, including learners?***

***3 How well do programs and activities match the needs of learners and other stakeholders?***

***4 How effective is the teaching?***

***5 How well are learners guided and supported?***

***6 How effective are governance and management in supporting educational achievement?***

We considered that the most appropriate data available for the assessment process to be.....

- Course feedback from students.
- Stakeholder feedback.
- Internal Moderation.
- External Moderation feedback reports.
- Emails to/from stakeholders.
- Annual Financial status report.
- Analysis to the Business plan KPI's.

**1 How well do learners achieve?**

<b>Data for this came from...</b>	<b>Analysis</b>
<b>Trainee course feedback sheets</b>	<b>Positive</b>
<b>Stake holder feedback.</b>	<b>Extremely Positive</b>
<b>External moderation reports</b>	<b>All Pass</b>

**2 What is the value of the outcomes for key stakeholders, including learners?**

<b>Data for this came from...</b>	<b>Analysis</b>
<b>Trainee course feedback sheets</b>	<b>Positive</b>
<b>Stakeholder feedback.</b>	<b>Extremely Positive</b>
<b>External moderation reports</b>	<b>All Pass</b>
<b>Email to /from Stakeholders</b>	<b>Positive</b>

**3 How well do programs and activities match the needs of learners and other stakeholders?**

<b>Data for this came from...</b>	<b>Analysis</b>
<b>Trainee course feedback sheets</b>	<b>Positive</b>
<b>Stakeholder feedback.</b>	<b>Extremely Positive (rating 90%, KPI &gt;80%)</b>
<b>External moderation reports</b>	<b>All Pass</b>
<b>Email to /from Stakeholders</b>	<b>Positive</b>

**4 How effective is the teaching?**

<b>Data for this came from...</b>	<b>Analysis</b>
<b>Trainee course feedback sheets</b>	<b>Positive</b>
<b>Stakeholder feedback.</b>	<b>Extremely Positive (rating 90%, KPI &gt;80%)</b>
<b>External moderation reports</b>	<b>All Pass</b>
<b>Email to /from Stakeholders</b>	<b>Positive</b>

**5 How well are learners guided and supported?**

<b>Data for this came from...</b>	<b>Analysis</b>
<b>Trainee course feedback sheets</b>	<b>Positive</b>
<b>A course handout sheets</b>	<b>Updated</b>

**6 How effective are governance and management in supporting educational achievement?**

<b>Data for this came from...</b>	<b>Analysis</b>
<b>Company meetings including financial status records</b>	<b>Positive.</b>
<b>KPI's</b>	<b>Positive</b>

## 7 IDC self-review

<b>Topic</b>	<b>Analysis</b>
<b>Students are all supplied by the client.</b>	<b>The Energy Trainers does not supply. Accommodation or Meals.</b>
<b>Pastoral care</b>	<b>Not necessary for our course delivery model.</b>
<b>Wellbeing support</b>	<b>Contained in our Course handout.</b>
<b>Rights</b>	<b>Contained in our Course handout.</b>

## Status of Follow up actions from last Self Review

- Continually review Learner course feedback sheets to track annual trends and report results to management meeting.
- Continually review Stakeholder feedback response sheet and send it out to stakeholders and report results to management meeting.
- Continually review our administration processes; eg Moderation log; Course feedback cover sheets. Complete the Business Plan for 2025, annual performance targets; and some QMS policies and procedures.

## Learnings from this Self-Review

As a result of the analysis of this self-review the Energy Trainers is committed to continuous improvement of its systems to maintain in its delivering of World Class Training & Assessment services to the HV generation sector.

**Accordingly the following system improvements will be continually reviewing:**

- 1) Considering a greater sampling rate of Trainee & stakeholder course feedback sheets.
- 2) Conducting analysis from each course feedback undertaken.
- 3) Revise add to the Annual KPI's.
- 4) Revise some QMS policies and procedures in line with 1-3 above.

- Moderation log current
- Business plans completed & KPI's revised/ added.
- Some QMS polices revised. ongoing

## Signed by

Phil Osborne  
Director Energy Trainers Ltd

