

Aide-Memoire: Further background on Corrections Training

To:	Hon Penny Simmonds, Minister for Tertiary Education and Skills Hon Mark Mitchell, Minister of Corrections
From:	Dr Grant Klinkum, Chief Executive
Date:	4 June 2024
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Purpose

1. This aide-memoire provides you with background on the New Zealand Corrections Government Training Establishment (NZCGTE), and the delivery of training leading to qualifications for the New Zealand Corrections workforce.
2. NZQA proposes to proactively release this briefing as part of the next publication of documents.

Background

3. NZCGTE is a training organisation that assesses the competency of the New Zealand Corrections workforce and works with tertiary education partners to provide Corrections staff with access to nationally recognised qualifications.
4. On recruitment, Corrections staff undertake initial training for 10-12 weeks on the Corrections Officer Development Pathway, before graduating as Corrections Officers.
5. Corrections Officers may also enrol in programmes leading to New Zealand Qualifications in Offender Management at Levels 3, 4, and 5 of the New Zealand Qualifications and Credentials Framework.
6. Between 2019 and 2021, data for the Level 3 and 4 Offender Management qualifications shows that most learners who remain employed with Corrections achieve the qualification they enrol in.
7. In 2023 NZCGTE had 166 equivalent full-time students.

Discussion

NZQA evaluation of NZCGTE's educational performance and capability in self-assessment

8. In September 2023, NZQA conducted an External Evaluation and Review (EER) of NZCGTE.
9. EER is a periodic review of a tertiary education organisation's overall performance, usually scheduled every four years, with the outcomes reported and published on the NZQA website.
10. The report includes statements of confidence from NZQA that score educational performance and organisational capability in self-assessment according to four levels: 'Highly Confident', 'Confident', 'Not Yet Confident', and 'Not Confident'.
11. The September 2023 EER of NZCGTE focussed on the training of custodial staff who are responsible for roles within the 18 prisons throughout New Zealand, specifically:
 - The Offender Management suite of qualifications that includes the New Zealand Certificate in Offender Management (Level 3); New Zealand Certificate in Offender Management (Level 4); and New Zealand Certificate in Offender Management (Level 5); and
 - The Covid-19 response including: the shift to online delivery and the development of Pou Whirinaki Iho (blended learning model); the incorporation of Hokai Rangi strategic principles and values into design and delivery; and an expansion of staff supports and learning mechanisms in the Learning Hub and the Awhina system of assessment support.
12. NZCGTE was rated as 'Confident' in educational performance and 'Not Yet Confident' for capability in self-assessment with the report highlighting that NZCGTE:
 - understands the high value of outcomes for Corrections stakeholders
 - uses internal and external moderation results to support assessment process changes
 - rapidly adopted the Pou Whirinaki Iho and redesigned the Corrections Officer Development Pathway to meet challenges created by the pandemic
 - meets its accountabilities outlined in partnership agreements.
13. The EER report also included five recommendations that NZCGTE:
 - collect, analyse, and use data to support the review of programmes leading to qualifications and to understand parity of achievement
 - improve learner progress discussions to address learning and assessment needs
 - implement staff professional development on learning support, consistency of practice and assessment
 - support collaboration between teams to ensure review and development of programmes and assessment meet NZQA requirements
 - develop a robust process to ensure timely and accurate compliance submissions to NZQA.

14. As a result of the 'Not Yet Confident' outcome, NZCGTE has developed an action plan to address the recommendations in the EER report and improve its capability in self-assessment.

Next steps

15. NZCGTE staff are actively engaging with NZQA about NZCGTE's action plan to implement the recommendations and improvements identified through the EER.
16. NZQA is satisfied with NZCGTE's progress to date. A full evaluation of the effectiveness of the proposed improvements will take place as part of the next EER, scheduled for October 2025.



Dr Grant Klinkum

Chief Executive

4 June 2024

Hon Penny Simmonds

Minister for Tertiary Education and Skills

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Hon Mark Mitchell

Minister of Corrections

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