

**Qualification Title:** New Zealand Certificate in Laundry Processing (Level 2) with an optional strand in Washroom Procedures

**Qualification number:** 2431

**Date of review:** 17 June 2025

This report refers to graduates awarded this qualification prior to: **31 December 2024**

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

**Threshold:**

The threshold to determine sufficiency with the graduate profile was determined as evidence that under general supervision the graduate will:

- be capable and able to receive, prepare, process and dispatch laundry as part of a team
- comply with basic health a safety requirements and maintain hygiene requirements in a laundry
- apply communication skills

Graduates of the Washroom Procedures optional strand will also be able to:

- operate washing equipment according to laundry type and hygiene requirements

**Education Organisations with sufficient evidence**

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

MOE Number	Education Organisation	Final rating
6683	Te Pūkenga - New Zealand Institute of Skills and Technology trading as Competenz (8104)	Sufficient

## Final Consistency Review Report

### Introduction

This 40-credit qualification provides the laundry industry with people who have the skills and knowledge required to work as laundry processors within both small and large commercial laundry operations or within on-premises laundries. This qualification is suitable for people new to the laundry industry, or to recognise the specific technical skills and knowledge of people already employed as laundry processors.

Graduates will be capable of working safely to prepare, process and dispatch laundry as part of a team under the general supervision of a supervisor or team leader and in accordance with organisational procedures.

The additional skills and knowledge required to work in washrooms within a laundry operation is included as an optional strand to allow for organisations that restrict access to washrooms in accordance with their operating procedures.

At the time of this review, the one education organisation presenting had 127 graduates from this programme for the scope of the review. This includes delivery of the programme to those in prisons with this accounting for 71, or over half of all graduates.

### Evidence

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

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.

Evidence included:

- mapping of unit standards and assessments to the qualification's graduate profile outcomes (GPOs) via a Programme of Industry Training (PIT)
- comprehensive details of internal and external moderation processes and results
- feedback from graduates and related destination data
- feedback from employers

### **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?**

Competenz provided comprehensive and relevant evidence to support the consistency of their graduate outcomes. Evidence relating to the mapping against the GPOs within a Programme of Industry Training (PIT), internal and external pre- and post-assessment moderation processes and results, and positive feedback from graduates about their confidence in demonstrating the GPOs along with employer feedback, was provided.

## **Final Consistency Review Report**

The self-assessment document, and appendix evidence provided, covered all areas required to show well-outlined and analysed evidence to support the consistency of their graduate outcomes.

Competenz presented a range of evidence from internal and external sources. This evidence was well-analysed and interpreted and used to justify claims that graduates met the graduate outcomes.

The Programme of Industry Training provided evidence of unit-standard outcomes aligned with the qualification outcomes. Robust assessment processes and results were evidenced through the systems Competenz has in place for their assessors and for moderation of the unit standards included in the programme.

Feedback from graduates provides confidence that the graduates match the graduate profile outcomes, and feedback from six of the nine employers of graduates outlined strong support for the programme and for graduates having acquired the relevant skills and knowledge.

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

### **Special Focus** (includes special focus on a strand or outcome)

A strand in washroom procedures is part of this qualification, and graduates of this option strand will also be able to operate washing equipment according to laundry type and hygiene requirements.

### **Examples of good practice**

- use of phone interviews or SMS texting to supplement e-mail surveys, and to lift the response rates from graduates and employers
- strong working partnerships between education organisations and employers leading to feedback representative of the graduate cohort

### **Issues and concerns**

None

### **Recommendations to Qualification Developer**

None

Final Consistency Review Report

Education Organisation sufficiency rating

Education Organisation	Rating	What evidence is good, and what gaps are there in the evidence? (feedback for the education organisation)	What is needed for evidence to become sufficient?
Te Pūkenga - New Zealand Institute of Skills and Technology (6683) trading as Competenz (8104)	Sufficient	<p>Te Pūkenga - NZ Institute of Skills and Technology trading as Competenz reported a total of 127 graduates during the reporting period. All completed version 2 of the qualification.</p> <p>Of the 127 graduates, 71 (55%) gained the qualification while in prison and another 56 gained the qualification while employed. Competenz use version 2 of the qualification.</p> <p>The numbers by year:                      2020, 52 graduates                      2021, 33 graduates                      2022, 20 graduates                      2023, 20 graduates                      2024, 2 graduates</p> <p>Competenz provided a comprehensive compilation of evidence to show the graduates meeting the GPOs and provided a very clear and full self-assessment summary focussed on the graduate outcomes.</p> <p>The evidence presented was clear and concise and demonstrated how graduates consistently meet the outcomes of the qualification both in prison and in the workplace.</p> <p>The self-assessment was supported by robust analysis and future thinking along with key relevant evidence to show that their graduates are meeting the GPOs at the right level.</p>	No further evidence required.

Final Consistency Review Report

Education Organisation	Rating	What evidence is good, and what gaps are there in the evidence? (feedback for the education organisation)	What is needed for evidence to become sufficient?
		<p>The presentation was thorough and provided a good overview and evidence of the quality of the programme.</p> <p><b>Programme evidence:</b></p> <p>An outline of the context of a coherent programme of study or programme of industry training (PIT) was provided as evidence which ensured that programme components led to the graduate profile. The document shows the alignment of the qualification’s graduate profile outcomes (GPOs) to the learning outcomes mapped to the unit standards, or course components and assessments.</p> <p>Evidence of robust internal and external moderation of assessment (via many ITOs) provides assurance that the programme’s theory and practical components were assessed at an appropriate level and ensures the quality of the assessments.</p> <p>The majority of assessments were been approved, with 160 internal post-assessment moderation activities, carried out across the five years and covering all core compulsory units and most electives, achieving an 80% approval rate. This provides confidence that graduates had achieved the skills and attributes of the qualification at the required level.</p> <p>Quality processes included a review in 2023 which instigated some changes.</p> <p><b>Graduate evidence:</b></p>	

Final Consistency Review Report

Education Organisation	Rating	What evidence is good, and what gaps are there in the evidence? (feedback for the education organisation)	What is needed for evidence to become sufficient?
		<p>Evidence of feedback from employers and graduates (via phone) provide confidence that the programme has provided students with a range of skills aligned to the graduate profile and appropriate to a level 2 qualification.</p> <p>Due to security measures, Competenz cannot obtain information from those graduates in Corrections but received feedback from Corrections employers to support the view that graduates met the GPOS.</p> <p>From those graduates that could provide evidence, 56 were contacted and 15 responded with a further four responding later (34%). All respondents were confident in their ability to perform the GPOs, with 90% agreeing with the highest level ('very well') of achievement gained against GPOs.</p> <p>Competenz presented the rate of respondents by year and it was good to see each year represented among respondents.</p> <p>Qualitative responses referred to the value of the course and also provide comments that could inform programme review.</p> <p><b>Destination evidence:</b></p> <p>The destination of those graduates who provided feedback was known and described with some remaining in related employment and others moving into non-related work. Some continued study, which is a good outcome.</p> <p>Strong supporting feedback that graduates are meeting the GPOS, from six of the nine employers and representing 95% of the total graduate group, was provided as evidence. Those</p>	

**Final Consistency Review Report**

<b>Education Organisation</b>	<b>Rating</b>	<b>What evidence is good, and what gaps are there in the evidence? (feedback for the education organisation)</b>	<b>What is needed for evidence to become sufficient?</b>
		<p>who had completed the strand were also reported as able to apply the strand specific GPOs.</p> <p>Competenz was careful to demonstrate that those employers commenting on graduates' ability to apply the GPOs were suitably positioned to do so. Qualitative responses added weight to this evidence.</p> <p>Competenz have identified a way of working with Corrections in the future to gather graduate feedback post-completion and will work on this to present at the next review.</p>	