

New Zealand Diploma in Business Level 5

Outcome and Destination Survey: A Model for Future Use



PROJECT SUMMARY

The New Zealand Diploma in Business Level 5 is an eight course (15 credit per course) qualification which was offered for the first time at Toi Ohomai in 2018. The first graduates finished in October 2018 and this research is designed to capture their perception regarding learning in relation to the graduate outcomes of the course, as per the 2019 NZQA review of compulsory Graduate Profile Outcomes (GPOs) and also their destination post study.

This research is important to determine how well we currently meet our community needs. As a dedicated regional provider it is important to us that we ensure research is community centred, meaning our results inform us to ensure we deliver what our regional stakeholders require.

It will also serve to show how effective the learning was and overall student satisfaction. Graduates' current destination will also allow us to inform future students of potential pathways, improve stakeholder relations (where the student has chosen employment) and allow better forecasting particularly into our Bachelor of Applied Management degree.

FUTURE USE OF SURVEY TOOL

It is envisaged this research will be repeated on an annual basis and the same approach could be utilised for the strand papers and Level 5 qualification. In addition, the survey tool could be used as a model across Toi Ohomai and other institutions to assess how well graduates think they are achieving the skills specified in the GPOs. This approach could also be utilized in the creation of surveys to employers and other community stakeholders, which we hope to achieve in 2020. By using the same process to design the questions, it will allow a direct comparison between graduate and stakeholder perception. Comparative data analysis will allow us to be better informed and provide a further opportunity for continuous quality improvement. If the model is adopted by others, this opportunity is greatly enhanced through enhanced data collection.

Core compulsory GPO outcomes that came out of NZQA's recent review of New Zealand qualifications in business:

- Analyse the operational impact of internal and external environments on a business entity. (10 credits)
- Apply knowledge of the principles and practices of operations, accounting, sales/marketing, human resources, and risk management, to support operational objectives of a business entity. (25 credits)
- Demonstrate skills to contribute operationally to innovation and organisational change in a business entity. (10 credits)
- Demonstrate skills to develop and maintain operational business relationships with stakeholders to support a business entity. (10 credits)
- Apply knowledge of the origin of the Tiriti o Waitangi to analyse how the resulting bi-cultural partnership can be applied to operational business activities and relationships. (5 credits)



THAT ALIGN WITH:

1. How well do you think you can now analyse internal and external influences and their impacts on a business?
2. How well do you think you can now understand general business operations?
3. How well do you feel you can now contribute to innovation and organisational change in a business?
4. How well do you feel you can now develop and maintain business relationships with stakeholders?
5. How well do you feel you can now understand biculturalism in New Zealand and its impact on operational business activities and relationships?

Likert Scale to be utilised with questions above

1	Not at all well
2	Not very well
3	Adequately
4	Well
5	Very well
6	Excellent

BACKGROUND/RATIONALE

The Targeted Review of Qualifications (TROQ) commenced in 2008 as a response to concerns raised by relevant stakeholders regarding the clarity and relevance of qualifications (NZQA, 2017). The review aimed to create a simpler qualification system with fewer qualifications, and ensure qualifications were useful and relevant to learners both current and future, employers and other stakeholders.

The New Zealand Diploma in Business (NZ Dip Bus) was replaced by new Business qualifications arising from the TROQ review in January 2015. A considered approach was taken by Toi Ohomai to developing the new qualifications, and based on an NZQA stipulation that new enrolments into old qualifications could take place post December 2017, NZ2459 New Zealand Diploma in Business Level 5 commenced delivery in Semester One 2018. This qualification also forms year one of the new T00003 Bachelor of Applied Management.

The qualification listed on the NZQA website clearly outlines core compulsory Graduate Profile Outcomes (GPOs) and states the following skills of the graduate profile will be embedded throughout programme design, delivery, and assessment: People skills, Cognitive skills, Affective skills. There are an additional 39 technical skills and knowledge, aligned to the six strands: Accounting, Administration and Technology, Human Resource Management, Leadership and Management, Marketing and Sales, and Project Management.

Feedback to a recent review of version one of the New Zealand qualifications in Business (NZQA, 2019) indicated several GPOs should be reduced and a proposed programme condition set.

After approval of a programme of study, one of the key quality assurance activities carried out by NZQA are Consistency Reviews. These reviews are held to consider the consistency of graduate outcomes by all training organisations with graduates and designed to provide assurance that in completing different programmes of study, graduates are achieving the same outcomes at an equivalent level. A key part of the evidence to support consistency is for the training organisation to show their graduates meet the GPOs of the qualification. This involves the triangulation of information provided by assessment and moderation activities; graduates; end users such as employers; and next users such as teachers on pathway programmes.

In addition to compliance requirements, ensuring Toi Ohomai learners are graduating with the "right" skills, and meeting industry and community needs also aligns to the organisation's Strategic Intent 2017-2020 (Toi Ohomai, 2017).

Developing suitable instruments to track graduation outcomes is key to understanding and ensuring the GPOs and Toi Ohomai Intent statements are being met.

Determining the link between graduates of a new qualification and stakeholder needs is also of paramount importance given recent government statements pertaining to this intention. At a national level, an emphasis on employability skills by the Ministry of Education has led to the Employability Skills Framework, a resource that describes employability skills most commonly identified by New Zealand employers for all young people to be work ready. The framework outlines attitudes, beliefs behaviours and personal qualities that New Zealand and international employers have asked for in young people.

Specifically in the tertiary space, Minister of Education Chris Hipkins recently announced a major proposal to reform vocational education and training (VET) in New Zealand, known as the Review of Vocational Education (RoVE). This is the largest sector reform since 1990, with an aim of creating a more sustainable future for the Institute of Technology and Polytechnic (ITP) sector, and a focus on a strengthened role of industry in tertiary education and ensuring all provision is relevant to both students and employers (New Zealand Government, 2019). In addition, Tertiary Education Commission (TEC, 2018) are clear in their communications that maintaining strong partnerships with industry and employers, ensuring learners are developing both core competencies and transferable skills, are high level commitments required by tertiary organisations. Research by Picker (2018) highlights the importance of social skills alongside technical skills.

This research project is timely in its aim to discover how well aligned the TROQ reviewed New Zealand Diploma in Business Level 5 is to meeting the needs of industry and employers, and instrument design best suited to ascertain this.

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