

Content of this report

2021 rates for the three educational performance indicators

This report provides the 2021 educational performance indicator rates for ServiceIQ:

- cohort-based programme completion rate (introduced in 2016)
- credit achievement rate (existing methodology)
- first year retention rate for New Zealand Apprentices (introduced in 2016)

The cohort-based programme completion rate provides a more meaningful reflection of an organisations performance. Unlike the previous nominal credit-weighted programme completion rate, the cohort-based measure tracks individual enrolments in programmes. It is not susceptible to external factors such as fluctuations in enrolment patterns throughout the year.

The methodology for calculating the educational performance indicators can be found [here](#).

Impacts of Reform of Vocational Education on Educational Performance Indicators

The Reform of Vocational Education (RoVE) is creating a strong, unified, sustainable vocational education system fit for the future. As part of the wider RoVE programme, between August 2021 and October 2022 the role of supporting workplace-based learning is shifting from the Transitional-ITOs to other organisations (Te Pūkenga, private training establishments (PTEs), and wānanga).

More information on RoVE can be found [here](#), and notes for organisations affected can be found on the last page of this report.

Transition of learners between providers will affect Educational Performance Indicators

Transitional-ITOs who transferred learners to a new provider may report lower than usual programme completion rates and first-year apprentice retention rates as learners who were unenrolled from their original transitional-ITOs and then re-enrolled at a new provider will be recorded as a non-completion and not retained by the original transitional-ITOs. Therefore, these low rates do not necessarily reflect the organisation's true performance.

In addition, the new provider will not have any first-year apprentice retention rate reported in the first year of transition and no cohort-based programme completion rates reported for up to six years depending on the type of programme.

Potential impacts of Covid-19 on Educational Performance Indicators

Due to Covid-19 protection framework requirements in 2020 and 2021, industry training activities were restricted to varying degrees at different times and in parts of the country over this period. Some regions, sectors and industries were affected more than others. The impact on educational performance indicators affected the amount of training and assessment that could be conducted; this may have impacted credit achievement and programme completion, and first-year retention rates for some providers in 2020 and 2021.

Other performance information will help build a clearer picture

We recommend you also refer to the credit achievement rate and [Education Counts > Retention and Achievement](#) (see *Achievement in industry training*) for other views of performance. These rates, in conjunction with our three educational performance indicators, provide a clearer sense of an organisation's performance.

We are happy to take any questions

Please send your questions to us at customerservice@tec.govt.nz or call us on 0800 601 301.

n/a values or blank fields indicate that there is no data for the indicator for this organisation.

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Cohort-Based Programme Completion Rate

This measures the number of learners in a starting cohort who complete a programme at the same level after a given time-frame. The rate includes, based on level of training, learners who started in 2016, 2018 and 2019.

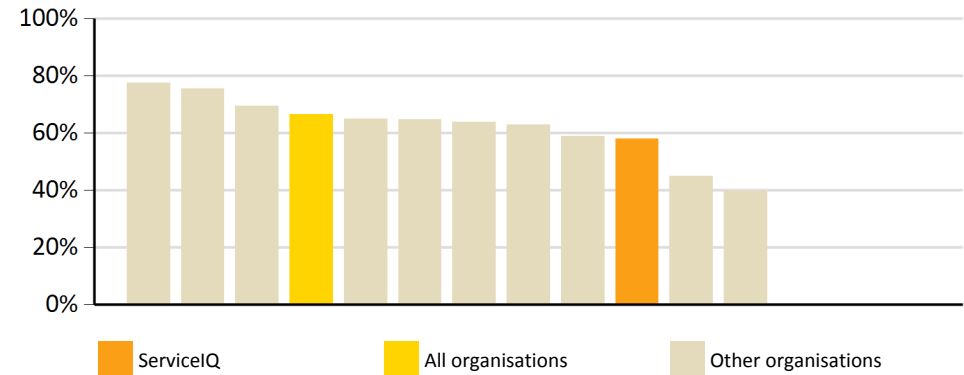


Overall cohort-based programme completion rate

58%

Cohort	Starting in cohort	Programme completions	Cohort-based programme completion rate
Overall	8,221	4,772	58%
Apprenticeships	255	114	45%
Industry training levels 4 and above	2,236	1,477	66%
Industry training levels 1 to 3	5,730	3,181	56%

Comparative cohort-based programme completion rates results across organisations

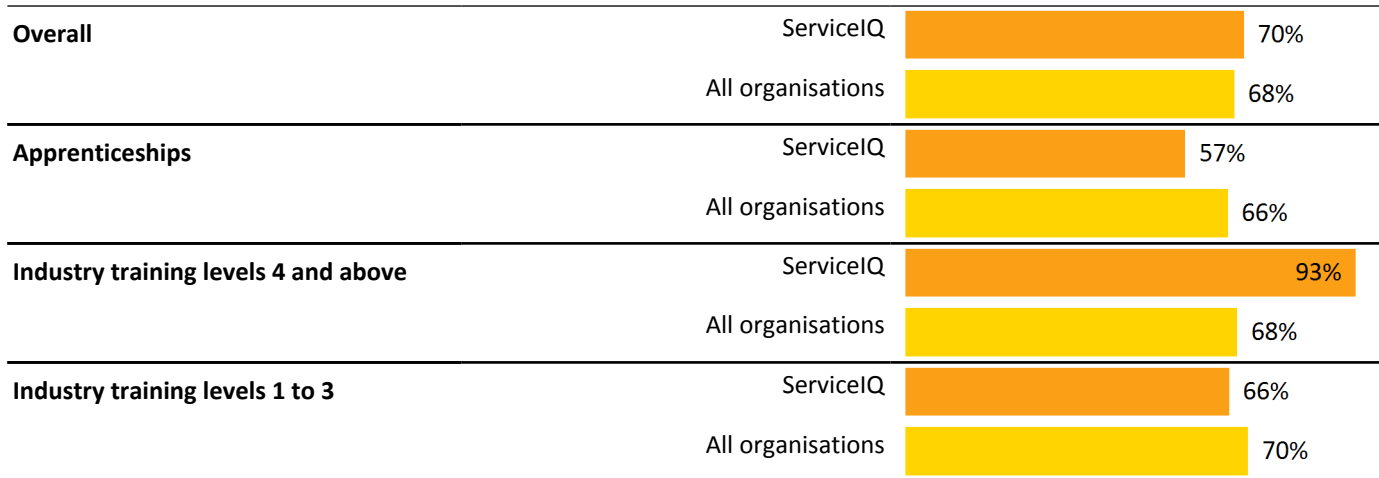


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Credit Achievement Rate

This measures the number of credits achieved as a proportion of the credits expected to be achieved. For publication purposes, all rates are capped at a maximum of 100%.

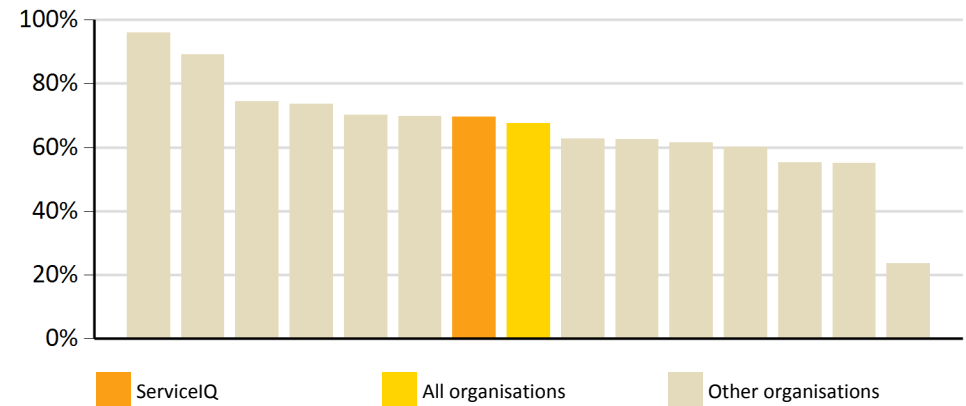


Overall credit achievement rate

70%

Cohort	Credits expected	Credits achieved	Credit achievement rate
Overall	356,426	247,766	70%
Apprenticeships	87,743	50,437	57%
Industry training levels 4 and above	71,857	66,478	93%
Industry training levels 1 to 3	196,826	130,851	66%

Comparative credit achievement rates results across organisations



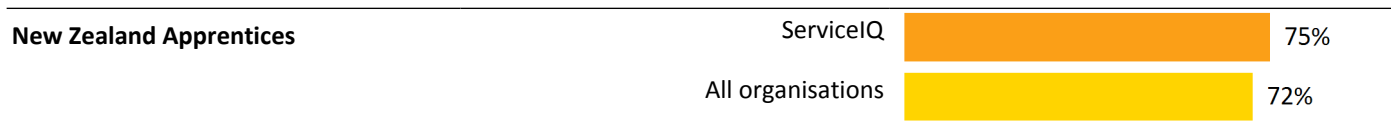
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First Year Retention Rate

This measures the proportion of New Zealand Apprentices retained in their apprenticeship after their first 12 months of training.

First year retention rates of 2020 starting cohort by levels

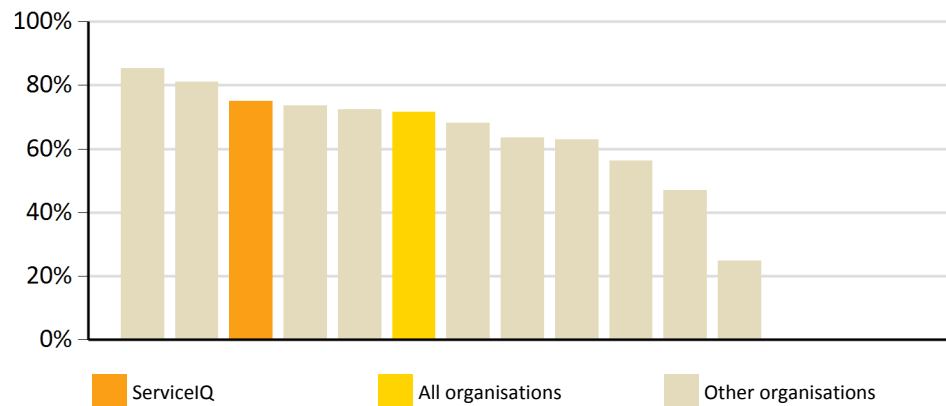


Overall first year retention rate

75%

Cohort entries	Total number retained	First year retention rate	First year completions	First year completion rate
398	299	75%	5	1%

Comparative first year retention rate results across organisations



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Relative Results Across Educational Performance Indicators

Cohort-based programme completion

This measures the number of learners in a starting cohort who complete a programme at the same level after a given time-frame.

Name	Rate
Industry training sector	66%
1 Skills Active Aotearoa	78%
2 The Skills Organisation	76%
3 Competenz	69%
4 Primary ITO	65%
5 Careerforce	65%
6 MITO NZ Inc	64%
7 Infrastructure ITO	63%
8 BCITO	59%
9 ServiceIQ	58%
10 HITO	45%
11 NZMAC ITO	40%
12 ATNZ	n/a
13 MAST	n/a
14 Skills4Work	n/a

Credit achievement

This measures the number of credits achieved as a proportion of the credits expected to be achieved.

Name	Rate
Industry training sector	68%
1 MITO NZ Inc	96%
2 HITO	89%
3 NZMAC ITO	74%
4 Careerforce	74%
5 Skills Active Aotearoa	70%
6 The Skills Organisation	70%
7 ServiceIQ	70%
8 Infrastructure ITO	63%
9 Primary ITO	63%
10 Competenz	61%
11 BCITO	60%
12 Skills4Work	55%
13 MAST	55%
14 ATNZ	24%

First year retention rate

This measures the proportion of New Zealand Apprentices retained in their apprenticeship after their first 12 months of training.

Name	Rate
Industry training sector	72%
1 The Skills Organisation	85%
2 MITO NZ Inc	81%
3 ServiceIQ	75%
4 BCITO	74%
5 Competenz	72%
6 HITO	68%
7 Infrastructure ITO	64%
8 Primary ITO	63%
9 Skills Active Aotearoa	56%
10 Careerforce	47%
11 NZMAC ITO	25%
12 ATNZ	n/a
13 MAST	n/a
14 Skills4Work	n/a

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RoVE transition notes

Name	Organisation full name	RoVE transition note
ATNZ	Apprentice Training New Zealand 2010 Trust	Organisation started providing industry training functions in August 2021 with learners in engineering related apprenticeships transferred from Competenz. Please refer to the section above on impacts of Reform of Vocational Education on Educational Performance Indicators on potential impacts of the transition of learners.
BCITO	Te Pukenga Work Based Learning Limited trading as BCITO	Arranging training functions and all learners were transferred to Te Pukenga in October 2021. The learners will continue to be reported under the EDUMIS of BCITO. Educational performance indicators should not be affected by the transition.
Competenz	Te Pukenga Work Based Learning Limited trading as Competenz	Arranging training functions and most learners were transferred to Te Pukenga in August 2021. Provision and learners for retail meat apprenticeships were transferred to Skills4Work Ltd, while provision and learners in engineering related apprenticeships transferred to Apprentice Training New Zealand. Educational performance indicators will not be affected by the transition in 2021.
Infrastructure ITO	Te Pukenga Work Based Learning Limited trading as Connexis	Arranging training functions and all learners were transferred to Te Pukenga in September 2021. The learners will continue to be reported under the EDUMIS of Connexis. Educational performance indicators should not be affected by the transition.
MAST	Marine and Specialised Technologies Academy of NZ	Organisation started providing industry training functions in August 2021 with the transition of learners from NZ Marine & Composites ITO. Please refer to the section above on impacts of Reform of Vocational Education on Educational Performance Indicators on potential impacts of the transition of learners.
MITO NZ Inc	Te Pukenga Work Based Learning trading as MITO	Arranging training functions and most learners were transferred to Te Pukenga in January 2022. Provision and learners for industrial textile fabrication were transferred to Marine and Specialised Technologies Academy of New Zealand (MAST Academy). Educational performance indicators will not be affected by the transition in 2021.
NZMAC ITO	NZ Marine & Composites ITO	All learners were transitioned to Marine and Specialised Technologies Academy of NZ (MAST) in August 2021. Please refer to the section above on impacts of Reform of Vocational Education on Educational Performance Indicators on potential impacts of the transition of learners.
Skills4Work	Skills4Work Limited	Organisation started providing industry training functions in August 2021 with learners in retail meat apprenticeship transferred from Competenz. Please refer to the section above on impacts of Reform of Vocational Education on Educational Performance Indicators on potential impacts of the transition of learners.

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