

Qualification Title: New Zealand Certificate in Crane Operation (Level 3)

Qualification number: 1790

Date of review: 18 August 2015

Final decision on consistency: Consistent

Threshold

The threshold to determine sufficiency with the graduate profile was determined as evidence of:

Safely and competently operating a particular type of crane, using industry approved code of practice, in a standard environment, while effectively communicating with a dogman during crane operations, [and working] under limited supervision.

Tertiary Education Organisations with sufficient evidence

Tertiary Education Organisation	Final rating
The Skills Organisation	Sufficient

Introduction

The Skills Organisation became the standard setting body in 2012 after a merger. The TEO self-assessment summary report (page 1) stated “the industry at the time had concerns with how training and assessment was being conducted and the output of this”. The Skills Organisation has undertaken a number of actions to improve assessment practice. The operations of cranes is a high risk industry activity. The purpose of this qualification is to provide industry with crane operators, stranded according to the type of crane, which recognises the specialist knowledge and practical skills required to operate each crane in a range of dynamic and variable work sites. There are currently 77 registered assessors who assess crane operators in a real workplace environment. 128 operators graduated with the level 3 national certificate in 2014. The Skills Organisation as the qualification developer is currently reviewing the 1790 qualification.

Evidence

The Skills Organisation supplied a range of evidence of key processes and outcomes from various key stakeholders. This evidence included various documents, a presentation and discussion at the review session and a revised self-assessment summary report. Some of the key evidence was:

a. Industry and employer engagement and feedback processes

Minutes of the Annual General Meeting of Cranes Training Limited owned by the industry organisation Cranes Association Council in July 2015

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Cranes Association Council Conference minutes July 2013

Evidence of a strong institutional relationship between the Crane Association and the TEO: The Skills Organisation industry manager is member of the Cranes Training Association Board.

A telephone survey conducted in July 2015 of 27 employers, 15 of whom completed the survey.

12 subject matter experts were selected from The Skills Organisation database to provide generalised feedback on 8 crane-related qualification.

A sample page of the log data of one crane operator was provided.

b. Assessment and moderation processes

The key points regarding assessment and moderation are:

- The Skills Organisation currently maintains a pool of 77 registered workplace assessors who meet formal criteria including which strand they are registered to assess.
- Less than half of the assessors are estimated to be currently active. Registration lapses if the assessors are not active in last 12 months.
- Around 25 assessors attended in July 2015 a newly established annual assessors' forum. This was a professional development event for assessors of both crane operators and working on elevated platforms. One focus was on supporting consistent assessment practice. The agenda showed some training in assessment took place and some peer reviewing of assessment.
- There was evidence of the Skills Organisation conducting some recent moderation of assessor judgments. It was stated policy that an assessor should be moderated each year, however this had not occur in 2014. There was no evidence presented of how many assessor judgments were moderated nor the results in the past year.
- There is newly published crane operator's handbook and crane logbook which are intended to support consistent workplace practice
- The Skills Organisation has commissioned a general independent and strategic review of their organisation including moderation, resources and quality systems, processes and policies. The report has just been submitted to the board.
- The qualification 1790 New Zealand Certificate in Crane Operation (Level 3) is currently being reviewed.

Graduate feedback

A telephone survey was conducted in July 2015 of 43 trainees of whom, 25 completed the survey. 128 trainees graduated in 2014 and 87 to date in 2015.

Graduate destination

An overview of employment in the crane and elevated working platforms industries was provided. There is evidence that graduates are being employed and retained in the crane operator positions.

Analysis and interpretation of data

A self-assessment summary report provided a range of evidence and some analysis and interpretation. At the consistency review session on 18 August 2015 the quality assurance project leader and the industry manager provided additional evidence, explanation and justification for the consistency of graduate outcomes.

How well does the evidence provided by the education organisation demonstrate that its graduates match the graduate outcomes at the appropriate threshold?

The TEO as noted provided a range of evidence to demonstrate that their graduates met the graduate profile outcomes.

The criteria used to judge the above evaluation question were (p10 NZQA consistency guidelines):

- The nature, quality and integrity of the evidence presented by TEO
- 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 TEO 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.

Justification

There is a range of good evidence of strong processes that support the real world validity of graduates meeting the graduate profile outcomes 1 – 4, including:

- industry engagement data,
- employer and graduate surveys which are mostly sound
- a clear approved code of practice for crane operators outlined in the new handbook and a new log book being implemented
- graduate destination data
- The TEO shows some good and growing understanding of what is required for consistent graduate profile outcomes.

The assessment of crane operators takes place in the ordinary workplace environment. This would provide good evidence of the real world validity of the graduate profile outcomes. That is sound assessment would provide good evidence that graduates meet the threshold.

After supplying further evidence there is now good evidence of highly effective moderation and assessment processes taking place. Specifically:

- a large pool of assessors who vary in how active they are, increasing the risk of variable assessment. There is no clear evidence of:
- how many and what proportion of the assessor judgments have been moderated
- how many and what proportion of assessor judgments met or did not meet the moderation standard.

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The TEO is aware of some gaps around assessment and moderation and has developed plans and implementing actions to address the gaps:

- An annual assessor forum has been established with attendance in July 2015 by a proportion of the active assessors.
- More generally, the Skills Organisation has undertaken a review which includes overall assessment and moderation practice.

Special Focus

None

Examples of good practice

A telephone survey of graduates and employers:

- achieved a good survey response rate
- used clear Likert scale for rating how well the graduate meet the specified graduate profile outcomes.

Issues and concerns

Recommendations to Qualification Developer

Clarify the graduate profile outcomes for slinging and lifting loads for 1790 (Level 3 Crane Operator and 1786 (Level 3 Dogman). Currently the 1790 strategic purpose statement states a graduate can operate a crane, yet the 1790 graduate profile outcomes state a graduate can only sling and not lift a load.