

Qualification Title: New Zealand Certificate in Aviation (Ramp Operations) L4

Qualification number: 1948

Date of review: 10/2/2016

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 of:

- Graduates being able to use operational and theoretical knowledge to safely and appropriately enable the loading and off-loading from various aircraft types, ensuring correct load distribution, preparation of rolling stock and operating the necessary ground support equipment in support of the ramp operation.

The threshold is closely aligned to the key graduate profile outcome of the qualification.

Tertiary Education Organisations with sufficient evidence

Tertiary Education Organisation	Final rating
Service IQ	Sufficient

Introduction

This 55 credit qualification is intended to recognise individuals who have attained the skills required to safely perform ramp operations with minimal supervision complying with international aviation regulations and security rules.

Evidence

The TEO 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

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Graduate destination

Evidence of ongoing employment was provided by graduates and the two employers. This included evidence from the graduate survey for graduates from Air NZ that 90% of respondents were still working for Air NZ, and from the RNZAF that 95% of graduates were still working at RNZAF.

Graduate feedback

The TEO supplied evidence from graduate feedback relating to the usefulness of their training and employment. 100% of respondents from the Air NZ cohort and 97% of RNZAF graduates responding found their training useful to very useful. 100% of AIR NZ graduate respondents and 81% of RNZAF graduate respondents use the skills and knowledge learned. 82% (RNZAF) and 80% (Air NZ) found the training valuable. Graduate comments included “it prepared me very well to be able to carry out the tasks effectively and confidently”.

Employer attestation

Evidence was provided through employer attestation of graduates meeting the graduate profile outcomes. There are only 2 employers of trainees and they continue to employ these trainees following graduation. The Squadron Leader of Operational Logistics and Air Movements at the RNZAF Auckland base stated that “As a manager, I am confident that our rigorous training meets the outcomes of the Ramp Operations qualification and conversely the qualification also accurately recognises the specified skills displayed by RNZAF Logistics Specialists”. The Air NZ School of Ground Operations Training Manager stated that “Air NZ is confident that graduates of our structured in-house training meet the graduate profile outcomes of the qualification”, and that the training is of a high standard.

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

Strong evidence was provided from the only two employers of trainees and graduates that graduates met the graduate profile outcomes. This attestation was provided by appropriate managers within the companies. Air NZ describe the standard of training as high in their attestation and the RNZAF describes theirs as rigorous. The company also has its own internal quality assurance process, and complies with the ITO moderation requirements. There was one training provider (an ITO). The RNZAF is a Government Training Enterprise holding highly confident ratings from its last External Evaluation and Review. It is noted that these trainees are assessed by their employer in the workplace and are continuing to work at the same workplace, strengthening the employer attestations.

The second strand of strong evidence comes from graduates. A survey of graduates by the ITO provided strong evidence that graduates found their training useful to very useful, used the skills and knowledge learned, and found the training valuable. Graduate comments included “it prepared me very well to be able to carry out the tasks effectively and confidently”.

The combination of evidence from the two employers of trainees and graduates that they meet the graduate profile, that the training is rigorous and standard high, alongside the

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evidence from graduates that they both use the knowledge and skills gained and found the training valuable and were still employed by the companies, provides convincing evidence of graduates meeting the graduate outcomes at the appropriate threshold.

Special Focus

No special focus

Examples of good practice

Graduate survey asking specific questions relating to employment

Employer attestations from the relevant manager that graduates meet the graduate profile outcomes.

Issues and concerns

Future reviews require the addition of post-assessment moderation data across companies employing trainees.

Strong evidence was provided, however there was also a lot of information provided that was not relevant to this consistency review. A stronger emphasis on analysis and interpretation by the provider relating to consistency of actual graduates would strengthen confidence and reduce the amount of non-relevant information presented.

Recommendations to Qualification Developer

It is recommended that the qualification developer review the evidence requirements for assuring consistency to ensure a focus on evidence from actual graduates over the relevant period of meeting the graduate profile outcomes/being prepared for their role. This would enable the graduate voice to be stated as a primary piece of evidence rather than included under "other evidence."