

ACCREDITATION AND MODERATION ACTION PLAN
for Commercial Road Transport, Driving, and Logistics

(version 7)

Contact

Group Manager Training and Development

Tranzqual ITO
 PO Box 923
 Wellington 6140
 Telephone 04 917 3369
 Facsimile 04 917 3390
 Email office@tranzqual.org.nz

Service Sector > Commercial Road Transport

Domain	Standard IDs
Commercial Road Transport Skills	1732, 1735, 1737-1739, 1776, 1780, 15158, 15166, 15947, 17373, 17972-17974, 18077, 18079, 18932, 22150-22152, 24089, 26558
Goods Service	1753, 1754, 1756, 1757, 1759-1767, 15159-15161, 17679, 17680, 18931, 20076, 20077, 20079-20082, 22215, 22216, 25985, 25986, 26776, 26777
Heavy Haulage	1768, 23436, 23886-23894
Passenger Service	1748-1752, 15157, 15162, 15163, 15165, 15948-15951, 18078, 19423, 20471, 20472, 27306-27308
Road Transport Management	13270, 18957-18961, 21871-21873, 22711, 23823-23827
Road Transport Operations	1777-1779, 18109-18115, 18117-18122, 18288, 18962, 19498-19501, 21870, 21874-21876
Steam Driven Vehicles	11156-11158, 21754, 21755
Transportation of Livestock by Road	19162, 19165, 21472-21474
Transportation of Perishable Products by Road	19878-19882, 21860, 21861
Transportation of Waste and Recoverable Resources	17189-17194, 17198-17200, 17229-17231, 21567-21572, 21574-21579

Service Sector > Driving

Domain	Standard IDs
Core Driving Knowledge and Skills	1734, 3462, 3464-3472, 17458, 17563, 17676-17678, 20969, 27309

Domain	Standard IDs
Driver Educator	14509-14511, 14514-14523, 14525-14527, 16250, 16646-16648, 17975, 18492, 20179-20181, 25717
Driver Licence Classes	16605-16610, 17574-17577
Driver Licence Endorsements	16718, 17579, 17580, 18496
Specialist Driving Knowledge and Skills	8638, 17976-17978, 18138, 20620, 20848, 23233-23240

Service Sector > Logistics

Domain	Standard IDs
Freight Forwarding	2962, 2964-2966, 13230, 13237, 13240, 13250-13252, 13266, 21803-21810, 27303-27305
Logistics Operations	19016-19019, 19031-19034
Relocation Operations	25718-25725

ACCREDITATION INFORMATION (AI)

Introduction

The purpose of the AI is to set out the nature of the accreditation process and involvement of the Standard Setting Body (SSB) in the process, and to set out the SSB's industry or sector-specific requirements for a tertiary education organisation (TEO)¹ or school's quality systems in relation to the criteria for accreditation.

Standard Setting Body involvement in accreditation process

- | | |
|--------------------|---|
| Levels 1 and 2 | Evaluation of documentation by NZQA and industry. |
| Levels 3 and above | Evaluation of documentation and visit by NZQA and industry. |

OR

- | | |
|-------------------|--|
| Levels 1 and 2 | Evaluation of documentation by NZQA, industry and NZ Transport Agency. |
| Level 3 and above | Evaluation of documentation and visit by NZQA, industry and NZ Transport Agency. |

The following unit standards require NZ Transport Agency involvement:

¹ Tertiary education organisation (TEO) includes public and private tertiary education providers, industry training organisations, government training organisations, and other providers.

Levels 1 and 2	1753, 1769, 3469-3471, 15157, 16605-16610, 17579, 17580, 17677;
Level 3 and above	1737-1739, 1748-1752, 1756, 1757, 1759-1765, 1776, 1778-1780, 3466, 3468, 14521, 14523-14527, 15159-15163, 15165, 15166, 15947, 16701-16703, 16718, 17574-17577, 17579, 17580, 17678, 17680, 18931, 18492, 18496, 19499, 20181, 24089, 25985, 25986.

Visit waiver conditions

Industry involvement in an accreditation visit may be waived:

- where an applicant organisation is seeking to extend an existing accreditation, or
- where the application for accreditation has been developed in consultation with Tranzqual ITO and, where applicable, NZ Transport Agency endorsement has been obtained, or
- when the applicant organisation's history of teaching and assessing against unit standards of a similar nature is well known to Tranzqual ITO, or
- for other special reasons agreed on a case-by-case basis between the applicant organisation, Tranzqual ITO and NZQA.

Applicant organisations must provide satisfactory evidence of their capability to effectively manage, deliver, and assess against the unit standards before a waiver will be granted.

Areas of shared responsibility

Unit standards 8638 and 18138

Where accreditation is sought for unit standards 8638 and 18138 as part of an application for Snowsport training and assessment, AMAP 0050 applies. In all other instances of accreditation for unit standards 8638 and 18138, this AMAP applies.

Unit standards 16701-16703

Tranzqual ITO and InfraTrain New Zealand have agreed to share responsibility for the accreditation requirements of these unit standards. There will be no additional cost for the applicant organisation as a result of InfraTrain New Zealand involvement.

Unit standards that state NZ Transport Agency involvement

Tranzqual ITO will invite the NZ Transport Agency to participate in the evaluation of documentation and site visits where the unit standards incorporated in the accreditation application include driver licence, driver licence endorsement, on road driving skills or road safety.

Fees schedule for SSB involvement in accreditation process

The [fees schedule](#) is applicable to all applications for accreditation received by NZQA from 1 November 2004. However, the SSB may choose to charge lower fees for their involvement in accreditation. Contact the SSB for further information.

Additional fees can be charged by NZQA, the Institutes of Technology and Polytechnics Quality (ITP Quality), and the Committee for University Academic Programmes (CUAP) for involvement in accreditation. Contact the relevant Quality Assurance Body (QAB) for information.

Tranzqual ITO can provide advice and assistance to organisations preparing an accreditation application. Consultation fees are invoiced directly to the applicant organisation.

General requirements for accreditation

These are the general requirements for accreditation of providers gazetted in 1993. Applicants should consult their QAB ([NZQA](#), ITP Quality, or CUAP) for details of the requirements.

Criterion 1 Development and evaluation of teaching programmes

There is a system for developing coherent teaching programmes and for their evaluation, which should include evaluation by learners/consumers.

Criterion 2 Financial, administrative and physical resources

Adequate and appropriate financial and administrative resources will be maintained to enable all necessary activities to be carried out.

Adequate, appropriate and accessible physical resources will be available for supporting students to meet the required standards.

Criterion 3 Staff selection, appraisal and development

A teaching staff with the necessary knowledge and skills will be maintained through staff selection, appraisal, and development.

Criterion 4 Student entry

There is a system for establishing and clearly publicising student entry requirements that include no unreasonable barriers.

Criterion 5 Student guidance and support systems

Students have adequate access to appropriate guidance and support systems.

Criterion 6 Off-site practical or work-based components

There are arrangements for ensuring that any off-site practical or work-based components are fully integrated into the relevant programmes.

Criterion 7 Assessment

There is a system for ensuring that assessment is fair, valid, and consistent.

Criterion 8 Reporting

There is a system for providing students with fair and regular feedback on progress and fair reporting on final achievements, with an associated appeals procedure.

There is a reliable system for archiving information on final student achievements.

Industry or sector-specific requirements for accreditation

Accreditation is a quality assurance process undertaken to ensure that accredited organisations have systems in place to support high quality and consistent assessment, and, high quality teaching and learning.

For level 1 and 2 unit standards, Tranzqual ITO prefers to grant domain accreditation, rather than individual unit standard accreditation.

For unit standards at level 3 and above, Tranzqual ITO will support applications for domain accreditation if the applicant organisation conclusively demonstrates that they can comply fully with all regulatory and statutory requirements applicable to the unit standards in the domain being sought. This includes the requirements determined by the NZ Transport Agency. This approach is based on concerns for public and road safety. Where applicant organisations are unable to present sufficient evidence to support domain accreditation, accreditation will be granted for specific unit standards.

Criterion 1 Development and evaluation of teaching programmes

The applicant organisation must have policies and procedures for maintaining its links with industry in the development and evaluation of its training programmes.

Unit standards that state NZ Transport Agency involvement

Applicant organisations must have policies and procedures to ensure that NZ Transport Agency requirements, in relation to NZ Transport Agency Approved Course Provider status, are met.

Criterion 2 Financial, administrative and physical resources

The applicant organisation must have policies and procedures to ensure that:

- Training and assessment against unit standards which involve skills being demonstrated in a vehicle, can only be carried out where there is access to correctly certified vehicles and equipment and where the trainer and assessor hold the appropriate driver licence or licence endorsements.
- Work and training areas comply with OSH requirements and NZ Transport Agency Rules.
- Current copies of relevant legislation, regulations, handbooks, and manuals are available in relation to the unit standards for which accreditation is sought.
- Adequate first aid facilities are available at the location of training and assessment.

- For unit standards 1753 and 1754, appropriate equipment is available for the loading and unloading of vehicles, including those with hazardous substances markings, and for load securing items and load covers that are required by the unit standards concerned.

Criterion 3 Staff selection, appraisal and development

Applicant organisations must have policies and procedures to ensure that:

- Training and assessment against unit standards will only be conducted by suitably experienced or qualified staff. For example, trainers are expected to be able to demonstrate teaching skills as evidenced by a certificate or diploma in adult education, or competency in two or more unit standards in the subfield Adult Education and Training or competency in any two of unit standards, 14521, 14523, 14525, 16646, 16647 or 17975 from the domain Driver Educator.
- Trainers and assessors have regular contact with industry partners and are able to obtain information about the latest developments in technology, industry practice, and legislation in their field.
- All assessing staff hold or are working towards unit standard 4098 and one of unit standards 11281, 11552, or 18203, or are able to demonstrate equivalent knowledge and skills.

For the Heavy Haulage domain:

Applicant organisations must have policies and procedures to ensure that training and assessing staff are suitably qualified in order to meet Transit New Zealand compliance standards required by these unit standards and to ensure the safety of all road users. This may be evidenced by -

one of:

- current (within the last two years) operational experience working in the field as an operator in the road transportation of overweight and overdimension loads;
- five or more years experience in the heavy haulage industry with employer verification of operational experience;

and either:

- New Zealand Heavy Haulage Association endorsement;

or

- Transit New Zealand endorsement.

Criterion 4 Student entry

Applicant organisations must have policies and procedures for the selection of students that ensure that their English language skills are sufficient for them to understand all requirements, instructions and communications (oral, written, and graphic) necessary for compliance with industry-related regulations, health and safety requirements, New Zealand traffic regulations, and the road code.

For students who do not have English as their first language, the level of English language skills required is equivalent to an International English Language Testing System (IELTS) score of 5.0 (General Training). This is to ensure that health and safety requirements in relation to the unit standards can be communicated to, and comprehended by, students.

Criterion 6 Off-site practical or work-based components

The applicant organisation's policies and procedures must detail the responsibilities for instruction, assessment, and reporting for all practical training and assessment. The applicant organisation's procedures must also detail the requirements for safe working environments for the students.

For the Heavy Haulage domain:

The applicant organisation must have documented arrangements with a heavy haulage company to ensure that trainees have access to practical experience in an operational situation transporting overweight and overdimension loads by road.

Criterion 7 Assessment

Recognition of Current Competency:

Applicant organisations must have policies and procedures to ensure that Tranzqual ITO policy for recognition of current competency (RCC) assessment is complied with.

Assessment materials:

Applicant organisations are encouraged to use assessment material developed by Tranzqual ITO. This material is available on order from Tranzqual ITO and from the Tranzqual website <http://www.tranzqual.org.nz>. Charges may apply.

Self-developed assessment material at level 3 and above must be pre-approved by Tranzqual ITO (see pre-assessment moderation, below).

Applicant organisations must have policies and procedures to ensure that current assessment materials are used in the assessment process.

Assessment materials for unit standards that state NZ Transport Agency involvement:

Where the outcome of the assessment is used to obtain a driver license class or endorsement, only assessment material that has been approved by the NZ Transport Agency and Tranzqual ITO may be used. Charges may apply. Where the outcome of the assessment is not for the purposes of driver license classes or endorsements, applicant organisations may develop their own assessment material (see pre-assessment moderation, below).

Criterion 8 Reporting

Where an applicant organisation intends to report the achievement of unit standards and national qualifications to Tranzqual ITO, the organisation must have policies and procedures to meet Tranzqual ITO quarterly reporting requirements.

Non-compliance with accreditation requirements

Where there is evidence of non-compliance with the requirements for accreditation the QAB (NZQA, ITP Quality, or CUAP) will seek remedial action. In cases where this action is ineffective and non-compliance continues, or in cases of repeated non-compliance, the QAB will take action that can ultimately lead to the withdrawal of accreditation.

Implementation

Tranzqual ITO is able to provide sufficient trained participants to service the requirements of accreditation processes.

Applicant organisations are encouraged to contact Tranzqual ITO at an early stage to ensure smooth progress with accreditation.

MODERATION INFORMATION (MI)

A centrally established and directed national external moderation system has been set up by Tranzqual ITO.

The moderation information in this AMAP may not match the information stated on the unit standards. Unit standards may still refer to the NZ Road Transport and Logistics Industry Training Organisation (NZRT&L ITO) rather than Tranzqual ITO (name changed March 2007). Unit standards will be amended to make reference to Tranzqual ITO when they are next reviewed or revised.

Introduction

The purpose of the MI is to provide details on the national external moderation system, developed by Tranzqual ITO, to ensure that assessment decisions of accredited TEOs and schools are consistent with the national standard. All accredited TEOs and schools assessing against the standards in this Accreditation and Moderation Action Plan (AMAP) must meet the requirements for moderation outlined in this MI.

Moderation System

Tranzqual ITO employs a National Moderator to manage and maintain the national moderation system. Contracted moderators are used to conduct moderation activities. The number of moderators and their geographic coverage may vary according to the volume of moderation activities required.

The Tranzqual ITO Code of Practice for Moderation details the procedures and responsibilities relating to the role of moderator. The Code of Practice for Moderation must be adhered to and is freely available to accredited organisations from Tranzqual ITO.

The Tranzqual ITO external moderation system is comprised of:

- pre-assessment moderation of self-developed assessment material (for unit standards at level 3 and above);
- moderation visits; and
- post assessment moderation, including site visits and annual review.

An annual moderation plan that determines the sample and requirements for onsite moderation visits and post assessment moderation for the year will be available from the Tranzqual ITO website (<http://www.tranzqual.org.nz>). The moderation plan will be available in the first quarter of each year, commencing 2008. The moderation plan is also available from the National Moderator upon request.

Selection, Training, and Appointment of Moderators

Tranzqual ITO coordinates the selection, training, and contracting of moderators. Selection is based on subject or geographic need; and the individual's industry knowledge, industry experience, academic background, and standing in the industry.

Assessment Resources

Assessment Resources have, or are being published by Tranzqual ITO for each unit standard for which it is the SSB. These resources provide suggestions as to appropriate method(s) for the assessment of individual unit standards and, where appropriate, recommended assessment tasks with marking schedules. Assessment Resources are available on order from Tranzqual ITO and from the Tranzqual website <http://www.tranzqual.org.nz>.

All Tranzqual ITO assessment resources are moderated before publication and approved by a subject expert, the NZ Transport Agency or Industry Advisory Group.

Pre-assessment Moderation

Tranzqual ITO recognises the academic autonomy of accredited organisations to develop their own assessment materials and offers pre-assessment moderation of assessment materials.

Tranzqual ITO does not charge for the first quality assurance cycle of pre-assessment moderation; however it reserves the right to charge accredited organisations up to \$75 per hour plus GST for second and subsequent quality assurance cycles.

Self-developed assessment material below level 3 may be submitted for pre-assessment moderation and approval by Tranzqual ITO.

All self-developed assessment material at level 3 and above must be submitted for pre-assessment moderation and approval by Tranzqual ITO before it is used for assessment purposes. Also, Tranzqual ITO may request a sample of level 1-2 assessment materials from accredited organisations, for pre-assessment moderation, where the associated unit standards provide the basis for progression to level 3 and above unit standards.

Note: Tranzqual ITO provides NZ Transport Agency approved assessment resources for all unit standards - regardless of level - where the purpose of the assessment is the attainment of a driver licence or driver licence endorsement.

Moderation Visits

A sample of accredited organisations will be selected each year for on-site moderation visits. The sample of accredited organisations will take into account the nature of the organisation's accreditation scope, level of current activity, and their moderation history.

The moderation visit will monitor assessment procedures in greater depth, follow up where the postal moderation process has identified assessment decisions that are not consistent with the national standard, and observe any practical assessments being undertaken by the accredited organisation against unit standards for which Tranzqual ITO is the SSB.

Moderation visits may be conducted by either the National Moderator and/or a contract moderator.

A representative of the accredited organisation will be asked to sign the moderation report at the conclusion of the onsite moderation visit to confirm factual accuracy and agreement with the findings of the visit.

Post-assessment Moderation

Accredited organisations will be requested to submit assessment samples for each unit standard selected for moderation by post. Details regarding the assessment samples that are required to be submitted for moderation will be contained in the annual moderation plan.

The selection of unit standards for moderation will take into account:

- the significance of the accreditation scope held;
- industry requirements;
- moderation history; and
- level of current activity.

The National Moderator will notify accredited organisations of their moderation requirements.

Where approved self-developed assessment material is used, the assessor guide or marking schedule is required in addition to assessed candidate material. A moderation report will be sent to the accredited organisation, notifying them of the result of the moderation activity and requesting any required remedial action.

Annual review

The National Moderator will coordinate an annual meeting of moderators to review the outcomes of moderation. This meeting will focus on the key findings, recommendations, and follow-up activities to validate moderation policies and procedures, and to enhance consistency in assessment decisions.

To further enhance the consistency of assessment decisions the National Moderator may also convene an annual meeting to discuss assessment and moderation matters to which registered assessors, accredited organisations, and industry representatives will be invited to participate. The results of this meeting will be made available on the Tranzqual ITO website at <http://www.tranzqual.org.nz>.

Reporting

Tranzqual ITO is responsible for evaluating the effectiveness of its national external moderation system, and for providing an annual report to NZQA.

The National Moderator will write an annual report on the effectiveness of the moderation system; including statistics on moderation, outcomes of moderation, issues raised and resolutions. The report will be used by Tranzqual ITO to improve the effectiveness of the moderation system.

Accredited organisations are encouraged to provide feedback to Tranzqual ITO on the effectiveness of the current moderation system, and the ability of Tranzqual ITO to service the system.

Funding

Tranzqual ITO will meet the costs of this moderation system through the National Moderation Transfer from NZQA; industry contributions; and any fees charged (see 'pre-assessment moderation').

Accredited organisations are responsible for the costs incurred in their participation in moderation, such as attendance at annual meetings and the submission of materials.

Non-compliance with moderation requirements

Non-compliance in meeting the requirements of this moderation system will result in further action by Tranzqual ITO. Ongoing unresolved non-compliance will be referred to the appropriate QAB (NZQA, ITP Quality, or CUAP). Ultimately the QAB may withdraw accreditation.

Where a moderation report shows that an accredited organisation is not complying with the requirements of the external moderation system or that the assessment decisions are inconsistent with the national standard, Tranzqual ITO will specify the remedial action required of the accredited organisation and the timeframe to achieve compliance. Where an accredited organisation fails to achieve compliance within the specified timeframe Tranzqual ITO will advise the appropriate QAB (NZQA, ITP Quality, or CUAP) and forward documented evidence of non-compliance.

Appeals

Tranzqual ITO has an appeals process for situations where differences concerning moderation decisions cannot be resolved in the first instance.

The Tranzqual ITO process requires the accredited organisation to contact the National Moderator within two months of receiving the outcome of the moderation decision. Tranzqual ITO will acknowledge receipt of the appeal and agree a timeframe for resolution.

The National Moderator will review the moderation decision and work towards a resolution with the accredited organisation. If the difference remains unresolved then the accredited organisation may write to the Chief Executive Officer (CEO) of Tranzqual ITO and request a review of the moderation decision. The CEO's decision is final and binding to all parties.

NQF Registration Information

Process	Version	Date
Registration	1	March 1995
Revision	2	December 1996
Revision	3	November 2000
Revision	4	July 2001
Revision	5	September 2002
Revision	6	October 2007
Revision	7	November 2008

The next AMAP review is planned to take place during 2011.