

ACCREDITATION AND MODERATION ACTION PLAN

for Stevedoring and Ports Industry

(version 3)

Contact

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Service Sector > Stevedoring and Ports Industry

Domain	Standard IDs
Cargo Operations	11504-11512, 11514, 11526, 18950, 18954, 19843-19845, 20053-20056, 20162-20166, 25099-25105
Port Machinery Operations	11516, 11519, 17161, 18951-18953, 18955, 20048-20052, 20167
Vessels' Port Operations	11520-11525, 11527

ACCREDITATION INFORMATION (AI)

Introduction

The purpose of the Accreditation Information (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.

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, or

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

- 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

None.

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.

Tranzqual ITO may 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 approach is based upon health and safety concerns and concerns regarding ongoing access to equipment and expertise. Where applicant organisations are unable to present sufficient evidence to support domain accreditation, accreditation may be granted for specific unit standards.

Tranzqual ITO recognises that an applicant organisation may enter into sub-contracting or collaborative arrangements for the training and/or assessment of unit standards. In these instances a formal written agreement is required. The written agreement must provide a clear indication of responsibilities for student welfare, delivery of training, conducting assessments, and reporting of credits.

Criterion 1 Development and evaluation of teaching programmes

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

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 on a vessel, with a crane or other specified equipment, can only be carried out where there is access to appropriately certified vessels, cranes, and equipment and where the trainers and assessors hold appropriate certification.
- Training and assessment against unit standards which involve skills being demonstrated in a port environment, can only be carried out where there is documented proof of access to a port environment. This must include evidence that the applicant organisation can meet the organisational policies and procedures of the port company which granted the access.
- Work and training areas comply with occupational safety and health, and other compliance body requirements, as stated in the unit standard(s) for which accreditation is being sought.
- 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.
- Training and assessment against unit standards which require personal protective equipment will only be undertaken where personal protective equipment is used.

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, and where necessary appropriately certified 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 demonstration of equivalent knowledge and skills.
- 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.
- Ongoing professional development is available to trainers and assessors.

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, and health and safety requirements.

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 off-site practical or work-based components. The applicant organisation's procedures must also detail the requirements for safe working environments for students.

The applicant organisation must have documented arrangements with a port company to ensure that trainees have access to practical experience in an operational situation where appropriate.

Criterion 7 Assessment

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

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 evidence collected for recognition of current competency (RCC) assessments demonstrate that the candidate's knowledge or experience is appropriate, sufficient (evidence collected indicates that the candidate has met all the requirements of the standard) and current, and that adequate documentation and recording exists.

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 ensure that this is done at least quarterly.

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 applications.

MODERATION INFORMATION (MI)

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

Introduction

The purpose of the Moderation Information (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 Quality Assurance Manager 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 the Quality Assurance Manager.

The Tranzqual ITO external moderation system is comprised of:

- pre-assessment moderation of any self-developed assessment material for unit standards at level 3 and above;
- moderation visits; and
- post-assessment moderation.

An annual moderation plan that determines the sample of unit standards selected for onsite moderation visits and post-assessment moderation for the year is available on request from the Quality Assurance Manager. Accredited organisations will be advised in writing on an individual basis of their moderation requirements at least one month before assessment material is required or a visit is scheduled.

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.

Pre-assessment Moderation

Tranzqual ITO recognises the academic autonomy of accredited organisations to develop their own 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.

Moderation Visits

Accredited organisations may be selected each year for onsite moderation visits. The selection of accredited organisations will take into account the nature of the organisation's accreditation scope, level of current activity, and their moderation history.

The focus of the moderation visit is for Tranzqual ITO to evaluate assessment activities and assessor decisions for validity and consistency with the national standard. This may include:

- observation of the briefing and debriefing of students undergoing practical assessment;
- observation of practical assessments being undertaken by the accredited organisation;
- discussion with the accredited organisation on improvements to assessment practice.

Moderation visits may be conducted by either the Quality Assurance Manager and/or a contract moderator.

The accredited organisation will be provided with a report following the onsite moderation visit. Tranzqual ITO will not charge accredited organisations for the cost of moderation visits.

Post-assessment Moderation

Accredited organisations will be requested to make available assessment samples for each unit standard selected for post-assessment moderation. Details regarding the standards selected and the assessment samples that are required to be submitted for post-assessment moderation will be advised to accredited organisations in writing (see above).

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

- the accreditation scope held;
- the level of standards being assessed against;
- industry requirements;
- moderation history; and
- level of current activity.

The assessor guide or marking schedule is required to be supplied for moderation 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. Tranzqual ITO does not charge for post-assessment moderation.

Some accredited organisations may not be required to participate in post-assessment moderation every year.

Reporting

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

The Quality Assurance Manager will write an annual report on the effectiveness of the moderation system; including moderation statistics, 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' and 'non-compliance with moderation requirements').

Accredited organisations are responsible for the costs incurred in their participation in moderation, such as the submission of materials for pre-assessment moderation.

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.

Tranzqual ITO reserves the right to charge for 'actual and reasonable' travel and accommodation expenses related to the resolution of moderation non-compliances (vehicle mileage at Inland Revenue standard mileage rate for motor vehicles, available at <http://www.ird.govt.nz>).

Appeals

Tranzqual ITO has an appeals process for situations where differences over moderation decisions cannot be resolved.

The Tranzqual ITO appeals process requires the accredited organisation to contact the Quality Assurance Manager within 10 working days of the date of the moderation decision with the details of the appeal. Tranzqual ITO will acknowledge receipt of the appeal and agree a timeframe for resolution.

The Quality Assurance Manager will review the moderation decision and work towards a resolution with the accredited organisation. If the difference remains unresolved the appeal will be referred to the Group Manager, Qualifications and Quality Systems (GM QQS) of Tranzqual ITO for review. The GM QQS's decision is final and binding to all parties.

NQF Registration Information

Process	Version	Date
Registration	1	November 1997
Revision	2	April 2000
Review	3	September 2009

The next AMAP review is planned to take place during 2014.