

Qualification Title: New Zealand Certificate in Aviation (Ground Handling) (Level 3) with strands in Air Cargo, and Ramp Operations

Qualification number: 1948

Date of review: 8 March 2022

This report refers to graduates awarded this qualification prior to: **31 December 2021**

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 who

- Have attained the skills required to safely perform aviation ground handling operations in air cargo or ramp operations
- Are capable of working with minimal supervision and can contribute in a team situation
- Comply with relevant legislation and security rules applicable to the aviation industry

Graduates of the Air Cargo strand will also be able to:

- Carry out safe and appropriate handling of air cargo in support of international or domestic air cargo operations in compliance with rules and regulations.

Graduates of the Ramp Operations strand will also be able to:

- Carry out safe and appropriate loading and off-loading from various aircraft types, ensuring correct load distribution on an aircraft, the preparation of rolling stock, and operating of necessary Ground Support Equipment (GSE) in support of the ramp operation.

Education Organisations with sufficient evidence

The following education organisations have been found to have sufficient evidence.

MOE Number	Education Organisation	Final rating
9068	ServiceIQ	Sufficient

Introduction

The New Zealand Certificate in Aviation (Ground Handling) (Level 3) with strands in Air Cargo, and Ramp Operations is a 55 to 65 credit qualification intended to provide graduates with the skills and knowledge required to safely perform aviation ground handling operations in air cargo or ramp operations. Version 1 of this qualification had 55 credits. The aviation industry will benefit by having Air Cargo personnel and Ramp Operators who are capable of

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working with minimal supervision within a team. Air Cargo Operators may progress to become Process Operators, Air Cargo Process co-ordinators/Team Leaders, or Air Cargo Managers. Ramp operators may progress to become Aircraft Loading Leads, Push Back Operators, or Load Controllers or Ramp Services Managers.

This qualification does not lead directly onto another qualification but can provide a pathway towards management or supervisory qualifications at a higher level.

To achieve this qualification, trainees must at all times comply with the relevant aviation regulatory authority, Civil Aviation Authority (CAA), or New Zealand Defence Force (NZDF) security vetting standards and comply with international aviation regulations and security rules applicable to airports.

The provider offered the qualification via Air New Zealand and the New Zealand Defence Force producing 194 graduates and participated in a video conferenced consistency review. Four of the 194 graduates completed the Air Cargo strand and 190 completed the Ramp Operation strand. Both versions of the qualification were utilised with version 2 being utilised for 37 of the 190 Ramp Operations graduates.

A representative from the qualification developer, Ringa Hora (Services) Workforce Development Council, took part in the review.

Evidence

The education organisation provided a range of evidence to demonstrate that their graduates met the graduate profile outcomes.

The criteria used to judge the evaluation question were:

- The nature, quality and integrity of the evidence presented by the education organisation
- 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 education organisation can reasonably justify and validate claims and statements relating to the consistency of graduate outcomes
- The evidence included:
 - An alignment of GPOs to unit standards.
 - A coherent programme of study across the two strands including a good understanding of the relevant legislation.
 - Evidence that the training was completed in the workplace.
 - Evidence of internal and external moderation providing assurance that the assessments were fair, valid, reliable and meet the learning outcomes at the appropriate level.
 - Feedback from graduates and employers demonstrating that graduates were using the range of skills and knowledge aligned to the graduate profile intended by the qualification.
 - Destination data that aligned with the employment pathways in the qualification document. As noted above this qualification does not lead directly onto another qualification.

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

The organisation was able to demonstrate a good understanding of how their evidence contributed to a sound case for consistency. The evidence supplied was well triangulated demonstrating a coherent training programme directly linked to the graduate outcomes and assessment (using the ServiceIQ Qual Link benchmarking process) of the qualification that are applied in a real-world workplace environment.

All trainees were employed while undertaking the training and were able to demonstrate to their assessors their competency in the workplace. A high level of confidence in the quality assurance processes and in the qualification was presented as evidence based on feedback from employers and from Aviation Sector Advisors and Sector managers.

Attestation to the suitability and robustness of assessments including positive moderation results via moderation which includes reviewing trainees' evidence portfolios against all unit standards supported the programme design and confirmed the graduates' consistency with graduate outcomes.

ServiceIQ provided good evidence from employers and graduates indicating that a high proportion of the graduates are employed by the same industry, and many have progressed in their career within the industry. In future, they will continue to use surveys, interviews, and professional stakeholder relationships to gather quantitative and qualitative feedback.

Overall, the self-assessment and comprehensive supporting evidence supplied by the organisation was found sufficient and demonstrated that their graduates meet the graduate outcomes at the determined threshold.

Special Focus

There are two strands for this qualification. For this consistency review, four graduates completed the Air Cargo strand (all in 2021 using version 2 of the qualification), and all others completed the Ramp Operations strand (153 graduates used version 1 and 37 used version 2). As the changes between the versions were not significant, it was not necessary to note any differences in the consistency of meeting the graduate profile outcomes.

Examples of good practice

ServiceIQ had completed some good analysis of Māori and Pacific Island growth of enrolment and pass rates over the relevant period.

A new initiative known as the Head Start Project has been put in place to gain stakeholder perspective to see how Covid-19 has reshaped vocational pathways and business and what people skills, training and learning pathways are needed to get a head start to the recovery from Covid-19.

Issues and concerns

None

Recommendations to Qualification Developer

The Qualification Developer, Ringa Hora (Services) Workforce Development Council, participated in the review meeting. There were no specific recommendations in relation to version 2 of this qualification.

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