

**Qualification Title:** New Zealand Certificate in Airport Operations (Level 4) with Strands in Airport Customer Service, Airport Maintenance, Airport Safety, and Aviation Security

**Qualification number:** 2537

**Date of review:** 2 October 2017

**Final decision on consistency of the qualification:**

**Threshold:**

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

Graduates with broad organisational and service knowledge and skills, as well as specialised aviation security knowledge, so that they can:

- provide aviation security services that comply with safety regulations and meet customer service standards and
- effectively respond in an emergency situation, complying with relevant rules, while working under broad guidance.

### **Tertiary Education Organisations with sufficient evidence**

Final decision on sufficiency of TEOs evidence, will be updated as other TEOs show sufficient evidence

Tertiary Education Organisation	Final rating
ServiceIQ	Sufficient

### **Introduction**

The purpose of this Level 4 qualification is to provide the airport sector of the aviation industry with individuals who have sufficient operational skills and knowledge to provide safe, secure and customer-friendly airport facilities, for domestic and/or international travellers. Graduates require 60-80 credits to be awarded this qualification. Only ServiceIQ had graduates of this qualification in 2016, all 376 graduated in the Aviation Security strand. These graduates all were trained and employed in aviation security roles by Aviation Security Service(AVSEC).

A ServiceIQ presented evidence at the consistency review meeting to demonstrate that these graduates had met the graduate profile outcomes. A separate representative of the ServiceIQ attended as the qualification developer.

## 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 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, including in relation to other providers of programmes leading to the qualification

The key evidence provided included:

1. Programme related evidence
  - ServiceIQ agreement that showed the AVSEC training had been formally benchmarked against the qualification outcomes and the relevant unit standards. There was evidence the agreement was updated with any changes to the programme or unit standards. Most of the training occurred on the job in an airport workplace. It was clear that all students were working in a airport security role during their training.
  - A ServiceIQ moderation report that described a clear moderation process, sampling across a range of units and included a site visit. All of the 28 samples met the required standards. The site visit confirmed that evidence was being collected of the students working according standard operating procedures. A sample of student records found them accurate and complete.
2. Graduate destination related evidence
  - Attestation from AVSEC director of training stated that all 387 graduates were trained and had been working in an airport security role at the time of their graduation.
3. Stakeholder feedback evidence
  - Attestation from AVSEC director of training that their training produced graduates demonstrating the graduate profile outcomes.
  - Trainer interviews stated they were all confident that the graduates could ensure their own and others safety in an emergency, could provide security services in an airport, could maintain safety and organisational standards within an airport environment and were very confident that graduates were following the required standard operating procedures.
  - A graduate survey was conducted where 89 of the 376 graduates responded; a 24% response rate provides a reasonable level of confidence that the result that could be generalised for all of the graduates. Effectively all the respondents felt that they have been provided with the practical skills required to ensure the safety & security of staff and customers when responding to emergency situations, the knowledge and skills to comply with health, safety and security rules, to maintain safety and organisational standards and to provide aviation security services.

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

The tertiary education organisation provided a convincing case that its graduates matched the graduate outcomes at the appropriate threshold. The training provided was directly benchmarked against all the graduate profile outcomes and the suggested unit standards listed in the qualification document. It was clear from the evidence that most of the training took place on the job in the real-world environment of carrying out aviation security procedures at a working airport. Graduates were required to work under clearly specified standard operating procedures that were recorded in log books and verified by supervising staff. A robust moderation process, good student records, along with 100 per cent of the assessment samples meeting the required standard, all gave a high level of confidence that the assessment results were valid and reliable. The attestation from the AVSEC director of training stated that all graduates had been working in an airport security role at the time of their graduation and expressed confidence the graduates met the graduate profile outcomes by following the required standard operating procedures. Further supporting evidence came from the feedback gathered from the three trainers and 24 percent of the graduates who responded to a survey. These key stakeholders clearly expressed confidence that the graduates were demonstrating the knowledge and skills required to match the graduate profile outcomes at the required threshold. The broad range of evidence collected was representative of the graduates, came from reliable sources, was authentic and real world and related to the graduate profile outcomes. The evidence was analysed and well understood and well organised to provide a convincing case that the outcomes were being met, that there were effective processes in place to ensure the evidence of real world outcomes were valid and that any gaps in the evidence or understanding were minor and being addressed.

#### **Special Focus**

All the 2016 graduates were from the aviation security strand.

#### **Examples of good practice**

A well organised case was clearly presented that the graduates met the graduate profile outcomes at the appropriate threshold. There was a broad mix of reliable evidence provided from the programme delivery, the graduate destinations and feedback from the employers, the trainers and graduates.