

**Qualification Title:** New Zealand Certificate in Aviation (Flight Attendants) (Level 4) with optional strand in Airline Specific Operational Flight Attending

**Qualification number:** 2881

**Date of review:** 11 June 2018

**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 having a comprehensive set of skills relating to aviation safety and security, and customer service. Their applied skills and knowledge will involve working under broad guidance, and they may also have some responsibility for the performance of others.

This threshold is closely aligned to part of the strategic purpose statement for the qualification.

#### Tertiary Education Organisations with sufficient evidence

Tertiary Education Organisation	Final rating
New Zealand School of Tourism	Sufficient
Toi Ohomai Institute of Technology	Sufficient

#### Introduction

The purpose of this 60-credit level 4 qualification is to provide the airline sector of the aviation industry with individuals who have attained sufficient operational skills and knowledge to provide safe, secure and customer-friendly in-flight services, for domestic and/or international flights in either a commercial or non-commercial organisation. Graduates must be able to gain a passport without restrictions and be 18 years old or older on completion of the qualification. The core qualification may be achieved entirely under simulated conditions in a fully operational cabin trainer suitable for all aspects of flight attendant training.

A total of 288 graduates from two educational organisations were reported over the 2 years 2016 and 2017.

#### Evidence

The educational organisations 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, including in relation to other providers of programmes leading to the qualification

**Evidence provided included:**

Confirmation that the organisations have coherent programmes of study with learning outcomes and assessment tools mapped to the graduate outcomes.

Students learn in simulated and real work environments and gain real-world experience through work place visits. Meeting with the airline staff provides students with real-life experience of airport and airline operations while engaging with experienced flight attendants.

Engagement with industry is consistently strong to ensure the programme is relevant and graduates are work ready.

Feedback from surveys of graduates and employers confirmed that graduates gain and are using the skills and knowledge and attitudes outlined in the graduate profile.

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

The evidence presented before, and at the review meeting was sufficient to demonstrate that the graduates from the education organisation listed above, match the graduate outcomes.

The quality of the evidence was good with both formal and informal feedback from graduates and employers. Overall this evidence makes a convincing case to demonstrate that the graduates match the graduate outcomes at the appropriate threshold.

**Special Focus**

The optional strand in Airline Specific Operational Flight Attending was not offered by either organisation.

**Examples of good practice**

Strong links with the airline industry to ensure currency of learning and employability of the graduates.

**Issues, concerns and discussion points**

There was some discussion in allowing those students under 18 to apply to enrol in the Qualification ensuring they had the knowledge that they would not be able to work in the airline until they reached the age of 18 due to the requirements of the Sale and Supply of Alcohol Act (2012) or international equivalent.

One organisation noted the struggle with low enrolments and is looking to offer the level 3 New Zealand Certificate in Tourism with an additional strand in Aviation to provide a pathway into this level 4 qualification.

**Recommendations to Qualification Developer**

No recommendations noted.