

Qualification Title: New Zealand Certificate in Alpine Resort Operations (Level 3)

Qualification number: 3224

Date of review: 02 October 2017

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 can safely and effectively undertake, as part of a team, an operational role to provide guest experiences within New Zealand alpine resort areas (excluding accommodation resorts).

Tertiary Education Organisations with sufficient evidence

Tertiary Education Organisation	Final rating
Skills Active Aotearoa Limited	Sufficient

Introduction

This qualification, of 40 credits, is designed to provide New Zealand with people who can work in a variety of roles across departments within an alpine resort such as: lift operations; snowgrooming and snowmaking; snowsport equipment; and/or guest activities.

Three employers, who between them employ over ninety per cent of the alpine resort operation staff in New Zealand, were integrally involved in the development of the qualification and remain key partners in its delivery.

Only one education organisation contributed to this review. The organisation delivers an NZQA approved, programme of industry training (on job) in partnership with the three employers referred to above. The delivery and course material is uniquely contextualised to each of the employers and their operations. The industry is characterised by a high turnover of staff, typically young, and often working the ski season as part of a working holiday or gap year. The delivery of the programme is seasonal, with trainees starting prior to the beginning of the ski season with a module which forms part of each company's pre-season induction; and completing with a final assessment at the end of the ski season.

A total of 1088 graduates were reported in 2016 all of whom were employed by one of the three employers participating in the programme delivery.

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.

Evidence provided included:

- Confirmation that the education organisation has a coherent programme of study which ensured that programme components led to the graduate profile. The provider's programme is designed for delivery on-job to individuals working as alpine ski resort operators.
- Post and pre-assessment moderation reports. The education organisation confirmed that they collaborated with the employers in assessment and moderation. Moderation was conducted with each organisation through moderation forums, followed up with postal moderation for those unable to attend the forums. Over 90% of the assessors participated in the moderation activities and were found to be assessing to the standard and overall graduate profile outcomes
- Evidence of end of season meetings with each of the employers to discuss progress of trainees.
- Examples of on job observation forms used by the employers.
- Graduate surveys which confirmed that graduates had gained, and were using, the skills and knowledge 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 match the graduate outcomes. The evidence discussed above was aligned with the graduate profile and demonstrated that graduates meet the threshold.

Given the itinerant nature of the ski resort workforce, the education organisation has found it very difficult to get graduate feedback once the programme has finished, the ski season is over and graduates have moved on to their next job, this has resulted in a very low response rate for the graduate survey. The education organisation has therefore relied on further graduate feedback at or near the conclusion of their qualification. This feedback is valid given that the trainees are working in the ski resort industry at the time.