CONSENT AND MODERATION REQUIREMENTS (CMR)
for ServiceIQ – Airport Operations Advisory Group

(version 2)

From the 4th October 2021 these standards will be managed by a WDC. Please contact the relevant WDC if you have any questions.

Notes:
The WDCs will not be charging for any external moderation activities.
The CMRs will be fully updated by the WDCs over the coming months.

Contact

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Service Sector > Aviation

Domain	Standard IDs
Air Cargo	30179-30199, 30357
Ramp Operations	25955-25974, 26362-26364, 26380, 27761

Requirements for Consent to Assess (RCA)

Introduction

The purpose of the Requirements for consent to assess (RCA) is to set out the nature of the process for granting consent to assess and involvement of the standard setting body (SSB) and others 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 gazetted "criteria for accreditation".

ServiceIQ is committed to assisting education organisations applying for consent to assess and offers continued support to organisations assessing against standards in the sectors covered by this CMR.

Standard Setting Body involvement in process for granting consent to assess

Levels 1 and 2   Evaluation of documentation by NZQA and industry.

Level 3 and above   Evaluation of documentation and visit by NZQA and industry.

Visit waiver conditions

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

All applicant organisations must provide satisfactory evidence to ServiceIQ of their capability to effectively manage, deliver and assess against the relevant unit standards before a waiver will be given. ServiceIQ will send the applicant organisation written confirmation of a visit waiver.

Industry participation in a visit may be waived in the following circumstances:
- when the application for consent to assess has been developed in consultation with ServiceIQ and is supported by ServiceIQ; and/or
- when the scope of the application is sufficiently narrow that ServiceIQ considers a visit is not warranted; and/or
- when the applicant organisation is well known to ServiceIQ and ServiceIQ has confidence in the applicant organisation's capacity and capability to assess against the standards.

Areas of shared responsibility

None.

Fees for SSB involvement in process for granting consent to assess

ServiceIQ may choose to charge reasonable fees for their involvement in granting consent to assess. Contact ServiceIQ for further information.

Additional fees can be charged by NZQA, and the Committee for University Academic Programmes (CUAP) for involvement in granting consent to assess. Contact the relevant quality assurance body (QAB) for information.

General requirements for accreditation

These are the general requirements for accreditation of providers gazetted in 1993. Applicants should consult their QAB (NZQA 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 consent to assess

ServiceIQ is responsible for unit standards across a range of industry sectors. These industry sectors have developed common and specific requirements for consent to assess that meet the industry's needs. ServiceIQ specific requirements for consent to assess for Airport Operations are detailed in the appendix attached to this CMR.

Criterion 1   Development and evaluation of teaching programmes

Applicant organisations must have policies and procedures to ensure that:
• there has been consultation with stakeholders and interested parties in the development of training programmes
• links with industry are maintained
• robust annual evaluation of all teaching programmes is completed
• feedback on training, delivery and materials is obtained from students and industry representatives, and incorporated into future development
• a holistic and integrated approach to curriculum design, delivery, and assessment is employed
• the literacy, language and numeracy (LLN) demands of the training are considered and either embedded or external support is provided when required.

Applicant organisations must clearly identify the unit standards they wish to assess against and must have a system of continuous monitoring and development in place

to ensure delivery meets both the unit standard requirements and current aviation industry standards.

Applicant organisations intending to provide online learning and assessment and/or distance learning and assessment to students must have policies and procedures to ensure that staff/contractors who develop online learning and distance learning packages have experience, and/or hold or gain relevant qualification(s) for this type of delivery.

Criterion 2   Financial, administrative and physical resources

Applicant organisation must have policies and procedures to ensure that:
- training resources, equipment, and venues necessary for training and assessment are available
- student results and personal information is kept secure
- physical resources required to meet the assessment environment conditions are; available, current and sufficient to ensure individual competence is able to be observed and assessed.

Criterion 3   Staff selection, appraisal and development

Applicant organisations must have policies and procedures to ensure that staff have the necessary knowledge and experience to teach and assess against unit standards for which consent to assess is applied for.
Staff engaged in training and assessment are required to:
- hold unit standard 4098, *Use standards to assess candidate performance,* or are able to demonstrate equivalent knowledge and skills
- be encouraged to attain an adult education qualification or are able to demonstrate equivalent knowledge and skills
- hold a qualification relevant to the domain that they teach or assess against or are able to demonstrate equivalent knowledge and skills
- maintain currency with relevant legislative and technological requirements, and industry sector best practice
- hold unit standard 11551, *Quality assure assessment,* or are able to demonstrate equivalent knowledge and skills where they are engaged in the organisation's internal moderation of assessment decisions.
Note: If no person meeting the above requirements and the specific requirements in the relevant appendix is available, teaching and assessment should not proceed.

Applicant organisations must have policies and procedures to ensure that verifiers undertaking verification within assessment, have appropriate experience and skill to verify performance.

Applicant organisations must have policies and procedures to ensure that only instructors and assessors with industry experience and training are employed to ensure that delivery meets CAA regulations.

Criterion 6   Off-site practical or work-based components

When off-site facilities or resources are to be used for training and assessment, the applicant organisation must have policies and procedures to ensure that appropriate equipment, resources, and workplace environment are available. The off-site arrangements must meet NZQA rules and any applicable legislation.

Applicant organisations intending to use commercial or other facilities in a collaborative or commercial relationship must have policies and procedures to ensure that a formal agreement is signed by the legally recognised signatories of the parties.

Criterion 7   Assessment

ServiceIQ supports 'best practice' in assessment. The applicant organisation must have policies and procedures to support an integrated method of assessment based on an evidence collection model.

Any Self-developed assessment material must be moderated and approved by ServiceIQ prior to use. ServiceIQ developed assessment resources that have been moderated and approved are available from ServiceIQ. www.serviceiq.org.nz

Applicant organisations intending to engage an external party to deliver training and assessment must ensure that such arrangements meet the applicable NZQA rules for consent to assess against standards on the Directory of Assessment Standards.

Recognition of Prior Learning (RPL) and Credit Recognition and Transfer (CRT)

Applicant organisations must have policies and procedures to ensure that:
- RPL or CRT is able to be assessed in order to recognise and assess competence or direct further learning as required
- assessment materials used for RPL, CRT or any other equivalency and competency mapping processes are submitted to ServiceIQ for moderation and approval before they are applied in assessment which results in the awarding of unit standards covered by this CMR.

Criterion 8   Reporting

Applicant organisations must have policies and procedures to ensure student credit achievement is reported to NZQA and the student is notified within three months of assessment. The organisation must have a clearly stated procedure for appealing assessment decisions.

Non-compliance with requirements for maintaining consent to assess

Where there is evidence of non-compliance with the requirements for consent to assess, the QAB (NZQA 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 consent to assess.

Implementation

ServiceIQ is able to provide sufficient trained participants to service the requirements of processes for granting consent to assess.

Moderation Requirements (MR)

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

Introduction

The purpose of the Moderation Requirements (MR) is to provide details on the national external moderation system, developed by ServiceIQ, to ensure that assessment decisions of TEOs and schools with consent to assess are consistent with the national standard. All TEOs and schools with consent to assess against the standards in this CMR must meet the requirements for moderation outlined in this MR.

Moderation System

ServiceIQ appoints a National Moderator responsible for administering the national external moderation system and conducting national external moderation. The National Moderator and Moderators will be employees of ServiceIQ or will be contracted to ServiceIQ.

Moderation is a process of continual improvement. ServiceIQ is committed to working with organisations with consent to assess to achieve fair, valid and consistent assessment of student competence.

ServiceIQ external moderation system is comprised of:
- pre-assessment moderation of self-developed assessment materials
- post-assessment moderation of assessment decisions
- on-site moderation visits
- moderation cluster group workshops.

ServiceIQ will moderate all its unit standards over a five-year period. ServiceIQ five-year moderation cycle is available upon request: email: quality@serviceiq.org.nz

Organisations with consent to assess must have policies and procedures to ensure internal moderation is conducted and that staff engaged in internal moderation have appropriate qualification and/or experience.

Pre-Assessment Moderation

ServiceIQ encourages open communication with organisations with consent to assess and recognises the academic autonomy of organisations to assess against the standards using self-developed assessment materials. To ensure consistency of assessment decisions, organisations with consent to assess are required to submit all self-developed assessment materials to ServiceIQ for moderation and approval prior to use. Following approval, if the assessment material is revised and altered, it must be resubmitted to ServiceIQ for moderation and approval prior to use.

All submissions for pre-assessment moderation must be accompanied by the pre-assessment moderation coversheet and checklist which can be downloaded from the ServiceIQ website (www.serviceiq.org.nz).

An organisation with consent to assess may request ServiceIQ to undertake an on-site visit for pre-assessment moderation if there are assessment materials for several unit standards to be moderated at the same time. This provides an opportunity for the moderator and the organisation to discuss the assessment materials and context of assessment.

Pre-assessment moderation reports will be provided to organisations with consent to assess within 20 working days from receipt of moderation submission.

Pre-assessment moderated ServiceIQ assessment materials are available for some unit standards at a cost to organisations with consent to assess and are available from ServiceIQ www.serviceiq.org.nz.

Feedback on the material is welcomed by ServiceIQ and can be provided here www.serviceiq.org.nz/feedback.

Post Assessment Moderation - Assessment Intention Plan (AIP)

Organisations with consent to assess unit standards covered by this CMR are required to complete an AIP. ServiceIQ will notify organisations by 1 March annually of the requirement to complete an AIP which must be returned to ServiceIQ by 31 March of each year.

Organisations with consent to assess must register with ServiceIQ in order to gain access to the ServiceIQ Portal for completing the annual AIP. Organisations may contact ServiceIQ for guidance or alternatively register and login from the website www.ServiceIQ.org.nz or https://portal.serviceiq.org.nz.

Assessment Intention Plans must include:
- a list of unit standards that will be assessed during the year
- a brief description of the assessment process being used
- date of intended assessments
- names of staff assessing the unit standards.

ServiceIQ will use this plan to produce a post-assessment moderation request for the organisation. The selection and number of unit standards required for post-assessment moderation will take into account:
- the organisation's Assessment Intention Plans (AIP)
- high/low use unit standards
- high level unit standards
- high risk unit standards identified by industry
- the organisations moderation history.

ServiceIQ will advise the organisation's moderation contact person the method selected for post-assessment moderation for the year. ServiceIQ may consider

offering exemptions tor organisations with consent to assess that have a history of compliant external moderation results.

Post-assessment moderation may be conducted in the following ways:
- postal or on-line submission of assessed samples requested
- an onsite moderation visit, or
- Moderation Cluster Group Workshops.

Organisations with consent to assess are required to keep full copies of all assessment materials (including those used by sub-contractors) for a period of 18 months from the date of completion of the training and assessment.

Samples for moderation may be submitted to ServiceIQ in electronic format. Samples for each unit standard submitted for post-assessment moderation must consist of:
- all summative assessments (for example assignments, exams, tests, quizzes, recordings of presentations, evidence collection guides etc.)
- assessment schedules, including marking guides or rubrics (for example evidence and judgement statements)
- marked student work (for example exams, assignments) including any resubmissions or further assessment opportunities (reassessments).

All submissions for post-assessment moderation must be accompanied by a post moderation coversheet and checklist (available for download from www.serviceiq.org.nz).

Copies of moderation reports will be provided to organisations with consent to assess within 30 working days from receipt of moderation submission.

On-site moderation visits

Any organisation with consent to assess may be selected for an on-site moderation visit. A sample of organisations with consent to assess may be selected each year. The selection of organisations for an on-site moderation visit will take into account:
- the nature of an organisation's consent to assess scope
- the level of current assessment activity
- moderation history.

On-site moderation visits may include:
- desk top moderation of assessment samples
- assessor and student interviews
- assessment observation
- inspection of assessment equipment and environments
- interview with management to discuss moderation visit and feedback.

Organisations with consent to assess that are selected for an on-site visit will be advised in writing. A date for the moderation visit will be scheduled within two months from the date of advice at a time mutually agreed between the moderator and the organisation.

An on-site moderation visit report will be provided to organisations with consent to assess within 30 working days from the completion of the visit.

Moderation Cluster Group Workshops

ServiceIQ may, at its discretion, coordinate and facilitate Moderation Cluster Group Workshops. Cluster groups will be established according to unit standards usage reported by each organisation with consent to assess. ServiceIQ will provide participating organisations with details of the workshop (location, date, time, and unit standards selected for moderation). Workshop participants will include assessors, schools (where appropriate), representatives from industry and ServiceIQ Quality and Moderation staff.

Costs associated with attending the workshop will be the responsibility of the organisations with consent to assess, there is no attendance charge for the workshops.

Reporting

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

ServiceIQ evaluates its national external moderation system on an annual basis.

The National Moderator is responsible for reporting the results of the annual evaluation process to the ServiceIQ Executive.

Information obtained from pre and post-assessment moderation will be used by ServiceIQ to inform revisions and reviews of unit standards.

Assessors and moderators from organisations with consent to assess may submit feedback or recommendations to the National Moderator regarding the ServiceIQ national external moderation system via email; quality@serviceiq.org.nz.

Funding

ServiceIQ reserves the right to charge for services related to moderation, non-compliance and appeals. A schedule of charges is available from ServiceIQ on request.

ServiceIQ costs associated with establishing and centrally managing the national external moderation system will be funded by:
- the National Moderation Transfer from NZQA
- industry contributions.

Please note that organisations with consent to assess are responsible for the costs incurred in moderation participation, such as the cost of their representative's time and travel to Moderation Cluster Group meetings.

Non-compliance with moderation requirements

Non-compliance in meeting the requirements of this moderation system will result in further action by ServiceIQ. Ongoing unresolved non-compliance will be referred to the appropriate QAB (NZQA or CUAP). Ultimately the QAB may withdraw consent to assess.

In the event of non-compliance, the National Moderator will discuss requirements with the organisation with consent to assess in order to reach a solution. A time-frame and the required actions for compliance will be agreed between the National Moderator and the non-compliant organisation. Further action may include, but is not limited to, professional development, moderation of additional unit standards, and/or an on-site moderation visit.

An on-site moderation visit may be carried out by the National Moderator or a person appointed by the National Moderator. The organisation with consent to assess will be advised of the reasons for the visit 14 days in advance. Upon completion of the visit a report will be provided to the organisation with consent to assess and ServiceIQ National Moderator outlining any compliance actions that are required.

Where attempts to resolve the non-compliance are ineffective, the case will be referred to the ServiceIQ General Manager. The General Manager may recommend, further attempts to facilitate compliance (initiated by the General Manager or the National Moderator) or refer the unresolved non-compliance to the appropriate QAB.

Appeals

Where organisations with consent to assess believe they have grounds for appeal against a moderation decision they should do so in the following manner:
- retain all material associated with the assessment and moderation under appeal
- appeal in writing to the National Moderator within 21 working days of receiving the moderation decision
- the National Moderator will acknowledge the appeal immediately and provide a written response outlining action to be taken towards a resolution within 21 working days
- if the appellant organisation is not satisfied with the resolution, they may appeal to the General Manager of ServiceIQ in writing within 7 working days.
- the General Manager will acknowledge the appeal and provide mediation to resolve the dispute within 7 working days.
- the General Manager's resolution decision is final.

DAS Registration Information

Process	Version	Date
Registration	1	May 2002
Review	2	January 2019

Replacement Information

Replaced CMR	Replacement CMR	Date
0125 v2	0028 v4	January 2019

The next CMR review is planned to take place during 2023.

Appendix

Applicant organisations must meet the common requirements of each criterion detailed in the CMR and these specific requirements.

Criterion 2   Financial, administrative and physical resources

Applicant organisations wishing to deliver programmes in which airport operations unit standards will be assessed, must have policies and procedures to ensure that they are:

- able to demonstrate that they have the environment, systems, procedures and controls that are equivalent to a Civil Aviation Authority (CAA) Part 139 Aerodrome Certification and Use and the industry standard or New Zealand Defence Force (NZDF) Policy and Orders
- able to demonstrate that they have the environment, systems, procedures and controls that are equivalent to a Civil Aviation Authority (CAA) Part 140 Aviation Security Service organisation and the industry standard or New Zealand Defence Force (NZDF) Policy and Orders, for aviation security unit standards.

Physical

Applicant organisation must have policies and procedures to ensure that facilities and resources are of the standard appropriate to the aviation industry and include:

- access to airport operations equipment and systems as necessary to support delivery of a programme in which unit standards will be assessed
- a reference resource specialising in airport operations material.

Applicant organisations must have policies and procedures to ensure the following standards are met for the delivery of on-job training whether directly by an organisation with consent to assess or remotely by an employer.

Training shall be carried out in workplaces which have or are covered by:

- NZCAA Part 139 approval or its military equivalent
- for Aviation Security, an NZCAA part 140 or its military equivalent.

In all cases the approval held must be appropriate to the subject of the training that will be delivered.

Applicant organisations must have policies and procedures to ensure that:

- All training is delivered on equipment currently being operated in New Zealand.
- On-job training is conducted in an operational environment or a training environment that fully simulates operational conditions.

Criterion 3   Staff selection, appraisal and development

Assessors

Applicant organisations must have policies and procedures to ensure that staff have relevant airport operations experience, and that teaching staff are qualified in workplace assessment.

Applicant organisations must have policies and procedures to ensure that all off site practical work based training is delivered under the supervision of an approved instructor.

Criterion 4   Student entry

Applicant organisations must have policies and procedures to ensure that students:
- satisfy the requirements for the issue of CAA Airport Identity Card, **or**
- are members of the New Zealand Defence Force (NZDF) under the authority of the NZDF Policy and Order