

ACCREDITATION AND MODERATION ACTION PLAN

for ServiceIQ – Flight Attendants Advisory Group

Contact

ServiceIQ

Chief Executive
PO Box 25522
Wellington 6146

Telephone 0800 863 693
Fax 04 817 5399
Email quality@serviceiq.org.nz
Website <http://www.serviceiq.org.nz>

Service Sector > Aviation

Domain	Standard IDs
Flight Attendants	9244, 9245, 21840-21846, 25453-25457, 28390

ACCREDITATION

a *Accreditation option*

Evaluation of documentation and visit by NZQA and industry.

b *Areas of Shared Responsibilities*

Nil.

c *Circumstances under which industry involvement in an NZQA Accreditation may be Waived*

- i When the applicant seeks accreditation for a delivery programme in which a limited number of unit standards will be assessed the nature of which in ServiceIQ judgement does not warrant a visit by industry; **or**
- ii When the application for accreditation has been developed in conjunction with ServiceIQ; **or**
- iii When the applicants history of teaching and assessing of units covered by the application is well known to ServiceIQ.

d *Accreditation Fees*

i *Advising Providers preparing for Accreditation*

\$50 per hour plus GST, plus any expenses on an actual and reasonable basis.

ii *Participating with NZQA/Polytechnic Programmes Committee (PPC) in Accreditation according to the standard Schedule of Fees.*

Administration Fee (to cover costs to ServiceIQ for administering the process) and either	Up to \$50
Documentation Evaluation only or Documentation of Evaluation plus visit of one day	Up to \$100 Up to \$300
Extra time needed for visit	Up to \$100 per half day

e *ServiceIQ Accreditation Special Requirements*

To ensure the training meets Aviation Industry standards the following special requirements must be satisfied against the defined criteria.

ServiceIQ position is that these particular industry requirements are necessary to demonstrate that the provider not only has the appropriate quality systems and policies but that they can administer, deliver, assess and support the training in an aviation industry environment and to the standard, requirements and controls currently applying in the industry.

Criterion 1 *Development and Evaluation of Teaching Programmes*

i *Development*

The applicant must clearly identify the unit standards it wishes 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 industry standards.

ii A provider must develop and maintain a course specification and control document that defines course control, course evaluation, course administration, course assessment and course delivery systems and processes together with the providers quality system and processes.

iii A provider is required to establish and maintain a set of master documents for each programme which shall contain:

- The course specification document;
- The course schedule;
- Course documentation control;
- Course revision details;
- Master set of notes;

- Master set of audio/visual aids;
- Master set of on-job training details;
- Register of training aids;
- Master copies of assessment tasks.

All master documentation is to be kept in secure storage with only authorised access.

- iv The provider will have a policy of industry involvement in the development and evaluation of training programmes.

Criterion 2

Financial, Administrative and Physical Resources

i *General*

Any provider wishing to deliver programmes in which Flight Attendant unit standards will be assessed must be:

- a currently registered NZQA provider or a Royal New Zealand Air Force (RNZAF) Training establishment, registered as a Government Training Establishment;
- able to demonstrate that they have the environment, systems, procedures and controls that are equivalent to a Civil Aviation Authority (CAA) Part 121 organisation and the industry standard.

ii *Physical*

A provider must have adequate classrooms and appropriate training aids to be able to assess the off-job component of a unit standard. Such facilities and resources must be of a standard appropriate to the aviation industry and shall include:

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

To ensure the required standard of training is given and is in an aviation environment the following standards are required for the delivery of on-job training whether direct by a provider or remote by an employer.

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

- An NZCAA Part 121 approval or its equivalence.

In all cases the approval held must be appropriate to the subject training being given.

All training given should be on equipment currently being operated in New Zealand.

On-job training shall be done in a operational and or production environment or a training environment that fully simulates operational and or production conditions, in order to satisfy the unit standard definition that requires work activities to be directly supervised.

A provider must have a policy that demonstrates there is a commitment and plan that ensures facilities and resources keep pace with industry and educational trends and standards.

The provider must have a policy that ensures there are sufficient resources and personnel to provide the training programmes and assessments covered in the accreditation application in the event of contingencies.

Criterion 3

Staff Selection, Appraisal and Development

i Administration/Quality Assurance

A provider must be able to demonstrate that they have adequate appropriately qualified Administration and Quality Assurance staff to provide the required level of support and quality assurance that meets industry standards.

ii Teaching Staff

Instructors required to provide off-job training must have appropriate industry experience.

iii Staff Development

A provider must have a policy that demonstrates there is a plan to provide instructors and assessors with industry and education training to ensure the quality of delivery.

Criterion 4

Student Entry

No Special Requirements.

Criterion 5

Student Guidance/Support System

No Special Requirements.

Criterion 6

*Off Site Practical / Work Based Components*i *Monitoring/Control*

Where trainees spend time with an employer or sub contractor of the provider for on-job experience the provider must have a policy for reporting and monitoring and which clearly defines assessment responsibilities.

ii *Ensuring Delivery*

Where the provider uses the facilities of an outside contractor to provide on-job training the provider must have a policy that will provide for:

- an agreement in writing between the provider and contractor outlining responsibilities, timescales and assessments;
- a defined system to ensure the quality of training and addresses deficiencies;
- safeguards to ensure no disadvantage occurs to the trainee as a result of such delivery.

iii *Training Supervision*

All off site practical workbased training must be under the supervision of an approved instructor.

On-job training shall be done in a operational and or production environment or a training environment that fully simulates operational conditions, in order to satisfy the unit standard definition that requires work on flight attendant activities to be directly supervised.

Criterion 7

Assessment

No special requirements.

Criterion 8 *Reporting*

No special requirements.

f *Provider Assistance*

Providers are welcome to contact the General Manager of ServiceIQ for advice at any time. Providers are encouraged to consult ServiceIQ at an early stage of their planning for accreditation. ServiceIQ will charge for assistance in preparing accreditation, however, such an involvement early on means that ServiceIQ may forego the right to involvement in an accreditation visit, at considerable savings to the applicant.

Providers should contact ServiceIQ for advice on accreditation requirements, industry contacts and for purchase of unit study guides and log books.

g *Approval and Implementation*

Ability of ServiceIQ to Service its Accreditation Requirements.

ServiceIQ has staff trained in accreditation with the General Manager being the contact for providers.

h *Contact Details*

As described at the beginning of this document.

MODERATION

a *Moderation Option*

A centrally established and directed national moderation system has been set up by ServiceIQ – Flight Attendants Advisory Group.

b *Areas of Shared Responsibilities*

Nil.

c *Introduction*

ServiceIQ has developed the unit standards which are registered on the National Qualifications Framework. Training leading to assessment against these unit standards will occur in accredited providers and some workplaces. Workplace assessment will be undertaken by assessors registered with ServiceIQ.

Training Log Book (Training Record Book)

Each trainee who is registered with ServicelQ will keep a training log book (known as ServicelQ training record book) which will be produced and administered by ServicelQ, and will enable trainees to closely monitor their performance against the standards required for credit on the framework.

D *Organisation of the Moderation Process*

I *Responsibility*

ServicelQ will be responsible for implementing and operating the moderation system for flight attendant unit standards.

ii *Coordination*

Moderation of the flight attendant unit standards will be co-ordinated by a national moderator. The national moderator will have a network of moderators throughout the country who have the required expertise and will actually perform moderation activities.

The national moderator will ensure that, over a period of time, as many flight attendant unit standards as possible are moderated.

E *Moderation Activities*

I *Assessments*

The unit standards will be assessed by accredited providers or in the workplace by registered assessors. Off-job components will be assessed by the accredited providers and trainees will be required to have an assessment log book which will be signed off by the providers. The on-job tasks will be assessed in the workplace by registered workplace assessors or where appropriate, in workshops by accredited providers.

ii *Development of Assessment Tasks/Schedules*

Providers and registered assessors will be required to develop specific assessment tasks and assessment schedule for the unit standards. The developed tasks and assessment schedules will be submitted to the national moderator, who will either approve the tasks and schedules as being valid and at the national standard, or will require changes to be made. These tasks or schedules may not be used for assessment leading to the determination of credit for unit standards until they have been approved by the national moderator.

iii *Approval Of Assessment Tasks/Schedules*

Following assessment using materials which have been approved as above, providers and registered assessors will submit to the national moderator a sample of work assessed from the developed tasks. The national moderator will either verify the assessment decisions made by the assessor(s) or recommend changes that need to be made for future assessments in order to meet national standards.

Each year, providers and or assessors will be required to submit to the national moderator an outline of their assessment plan for the year to include:

- The unit standard numbers and titles which will be assessed during the year;
- A brief description of the assessment process being used.

Providers and or assessors will submit to the national moderator assessment materials including assessment activities, schedules and samples of assessed work immediately assessment of a coherent batch of unit standards has been completed. For providers this will be at the completion of a course programme, and for registered workplace assessors it will be no less than twice per year.

F *Moderation*

The ServiceIQ will appoint a National Moderator who will co-ordinate a group of moderators who will meet with accredited providers and registered assessors either by visitation or by means of panel meetings.

These Moderators will meet with each accredited provider or registered assessor at least once per year. the moderators will check on the assessment activities being used to assess the trainees. they will observe assessments taking place and will verify the assessment decisions that have been made by the assessors (tutors and workplace assessors).

ServiceIQ will be responsible for the organisation and coordination of moderation activities to training establishments and workplaces and sending out relevant information for moderation activities.

ServiceIQ will be responsible for providing materials needed during moderation visits or meetings.

G *Records*

I *Moderation Reports*

Moderators will write reports on each moderation visit. a copy of each report will be forwarded to the ServiceIQ and the provider or registered assessor.

li *Post Moderation Reports*

After each moderation activity, a report will be prepared. the report will include:

- the titles of the unit standards moderated;
- a summary of the moderation outcomes;
- any recommendations for future action.

Providers or registered assessors will receive a copy of the report, and copy will be filed with ServiceIQ. ServiceIQ will prepare a form to be used for this purpose.

lii *Monitoring Records*

ServiceIQ will be responsible for monitoring and reviewing the moderation records to ensure that the system of moderation remains effective and conforms to this moderation plan. This will be achieved by evaluating moderation reports and through direct contact with the national moderator.

H *Appointment and Training Of Moderators*

ServiceIQ will facilitate any training necessary for moderators and will organise moderators meetings to ensure consistency of moderation.

The National Moderator and Moderators will be employees of serviceiq or will be contracted to ServiceIQ. ServiceIQ will be responsible for the training of all Moderators.

I *Funding*

The Moderation Process will be funded by the ServiceIQ.

Moderation activities will be funded through the negotiated portion of the \$1 per credit NZQA fee and by ServiceIQ.

J *Evaluation*

The National Moderator will prepare an annual report for the serviceiq board which evaluates the moderation system and which allows serviceiq to monitor the effectiveness of the system. Moderators, Providers and Registered Assessors will be invited to submit written comments for the annual report, and will receive a copy of the report.

K *Non-Compliance With Moderation Procedures*

Where evidence shows that a provider or workplace is not complying with assessment requirements the moderator will indicate the non compliance in the moderation report.

The moderator will notify the provider or workplace the extent of non-compliance and any remedial actions including the timeframe required to rectify these items. The moderator shall check that requirements are subsequently met. Continued non-compliance will be advised to ServiceIQ who will take appropriate action (e.g. deregistration of registered assessor or recommendations to NZQA to withdraw accreditation).