

ACCREDITATION AND MODERATION ACTION PLAN

for ServiceIQ – Aircraft Operation Advisory Group

(version 2)

Contact

ServiceIQ

Chief Executive Officer
PO Box 25522
Wellington 6146

Telephone: 0800 863 693

Fax: 04 817 5399

E-mail: quality@serviceiq.org.nz

Website: <http://www.serviceiq.org.nz>

Service Sector > Aviation

Domain	Standard IDs
Aircraft Operation	23424-23435, 26176-26218, 26804-26821, 26833-26838, 27183-27185, 27253, 27259, 27260, 27390, 27391, 27677-27681, 27720-27730, 28310

ACCREDITATION

a *Accreditation Options*

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

Special conditions: (see Accreditation and Moderation Systems for Aviation, Tourism and Travel Training Organisation - Aircraft Operation Advisory Group document ref: 0169).

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

ACCREDITATION INFORMATION

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 the Aviation, Tourism and Travel Training Organisation (ATTTO) judgement does not warrant a visit by industry; **or**

- ii When the application for accreditation has been developed in conjunction with ATTTO; **or**
- iii When the applicants history of teaching and assessing of units covered by the application is well known to ATTTO.

d *Accreditation Fees*

i *Advising training 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 ATTTO for administering the process) <i>and either</i>	Up to \$50
Documentation Evaluation only <i>or</i>	Up to \$100
Documentation Evaluation plus visit of one day	Up to \$300
Extra time needed for visit per half day	Up to \$100
Travel and Accommodation	Actual and reasonable
Use of Private Vehicle	Charged at 56cents/km (inclusive of GST)

e *ATTTO Accreditation Special Requirements*

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

The ATTTO's position is that these particular aviation industry requirements are necessary to demonstrate that a training provider not only has the appropriate quality systems and policies but that it can administer, deliver, assess and support the training in an aviation industry environment and to the standards, requirements and controls currently applying in the aviation 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 training 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 training providers quality system and processes.

- iii A training 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 A training 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 training provider wishing to deliver programmes in which aircraft operation unit standards will be assessed must:

- be a currently registered NZQA training provider;
- for all unit standards, except for unit standards 15031 through 15036, hold a Civil Aviation Authority (CAA) Part 141 certificate or be a Royal New Zealand Air Force (RNZAF) training establishment registered as a Government Training Establishment (GTE).

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. Except for unit standards 15031 through 15036 such facilities and resources must be of a standard appropriate to the aviation industry and shall include:

- access to aircraft operation equipment and systems as necessary to support delivery of a

programme in which unit standards will be assessed; and

- a reference resource specialising in aircraft operation material.

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

On-job training shall be carried out in workplaces which have or are covered by an NZCAA Part 141 approval or its equivalent and in all cases the approval held must be appropriate to the subject matter of the training being given.

- iv On-job training shall be done in an operational environment or a training environment that simulates operational conditions in order to satisfy the unit standard definition that requires work activities to be directly supervised.
- v A training 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.
- vi A training 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 training provider must be able to demonstrate that it has 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

For delivery of training for all unit standards instructors must meet the following minimum requirements:

- hold a relevant teaching qualification or have successfully completed an ATTTO approved tutor training programme;

- must be appropriately qualified and experienced for delivering unit standards within the domain of aircraft operation;
- for on-job training of practical flying skills must hold a current Flight Instructor rating.

iii *Assessors*

Personnel required to assess aircraft operation unit standards on-job in a workplace must:

- be appropriately qualified and experienced for assessing unit standards within the domain of aircraft operation;
- have completed and passed an ATTTO approved workplace assessor course or be credited with assessor unit standards 4098 and/or 4099 or hold an international equivalent;
- be registered with ATTTO;
- for unit standards requiring evidence of competency in flying skills hold a Flight Examiner rating.

iv *Staff Development*

A training 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

For unit standards requiring evidence of competency in flying skills students must possess sufficient ability in reading, writing, speaking, and understanding the English language to enable the student to adequately carry out the requirements of New Zealand Civil Aviation Rules pertaining to the operation of an aircraft.

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 a training provider for on-job experience the training provider must have a policy for reporting and monitoring and which clearly defines assessment responsibilities.

ii *Ensuring Delivery*

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

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

iii On-job training shall be supervised in an operational environment or a training environment that simulates operational conditions.

Criterion 7

Assessment

i *Moderation*

Training providers and assessors must produce assessment systems and procedures that allow for evaluation, student appeal and ATTTO moderation.

ii *Written examinations*

- Where written examinations form part of a unit standard assessment a pass mark of not less than 70% is required to meet CAA criteria.
- A training provider must have a policy for the conducting and invigilating of examinations that ensures the integrity of the examination.

iii *Recognition of Prior Learning(RPL)*

A training provider must demonstrate that it has a commitment to the principles of RPL and that it has systems and procedures in place to recognise, assess and extend learning as required.

Criterion 8

Reporting

Those candidates registered with ATTTO as a trainee and employed under the terms of a training agreement who are awarded unit standards must have that achievement reported to ATTTO.

f *Provider Assistance*

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

Providers should contact ATTTO for advice on accreditation requirements and industry contacts.

g *Approval and Implementation*

i *Ability of ATTTO to Service its Accreditation Requirements*

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

ii *Contact Details*

As described under accreditation administration details.

MODERATION

Moderation Option

A centrally established and directed national moderation system has been set up by the Aviation, Tourism and Travel Training Organisation.

Moderation System

a *Areas of Shared Responsibilities*

Nil.

b *Introduction*

The Aviation, Tourism and Travel Training Organisation (ATTTO) has developed the unit standards which are registered on the National Qualifications Framework. Training leading to assessment against these unit standards can occur in accredited providers and some workplaces.

c *Organisation of the Moderation Process*

i *Responsibility*

ATTTO will be responsible for implementing and operating the moderation system.

ii *Appointment and Training of Moderators*

ATTTO will appoint and co-ordinate panels of suitably qualified Moderators.

The ATTTO will facilitate any training necessary for Moderators and will organise Moderators' meetings to ensure consistency of moderation.

The Moderators will be employees of ATTTO or will be contracted to ATTTO.

iii *Co-ordination*

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

d *Moderation Activities*

i *Assessments*

Unit standards will be assessed by accredited providers and by registered workplace assessors in the workplace.

Unit standards will be designated into three assessment categories. These are:

- a Off-job;
- b i On-job;
- b ii On-job with an underpinning theory content;
- c On-job that may be delivered and assessed off-job.

a *Off-job*

Training delivery and assessment is normally conducted by an accredited provider outside of the workplace but in certain circumstances may be conducted in the workplace.

b i *On-job*

Training delivery and assessment will normally occur in the workplace.

b ii *On-job with an underpinning theory content*

The majority of the training delivery and assessment will normally occur in the workplace but the underpinning theory may be conducted by an accredited provider.

c *On-job that may be delivered and assessed off-job*

When a unit standard is annotated as "on-job that may be delivered and assessed off-job" any accredited provider capable of simulating actual workplace conditions in a controlled environment may deliver training and assess against the unit standard.

Where no category is specified in the unit standard special notes, then assessment of the unit standard should be that which is most appropriate for the competencies contained in that unit standard.

ii *Assessment Plan*

Each year, accredited providers will be required to submit to ATTTO an outline of their assessment plan for the year to include:

- a list of unit standards which will be assessed during the year;
- a brief description of the assessment process being used;
- a list of the trainees where appropriate;
- a list of the unit standard that the trainees are likely to be assessed against during the year.

ATTTO will use this plan to negotiate a moderation timeline.

Unplanned assessments driven by candidate readiness in the workplace will be administered by ATTTO.

iii *Moderation of assessment tasks/schedules/guides*

If pre-moderated and approved common assessment tasks are not used to assess against unit standards then accredited providers and accredited ITOs will be required to develop appropriate assessment tasks and assessment schedules for assessment against the unit standards. The developed tasks and assessment schedules for the unit standards shall be submitted to ATTTO, 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 ATTTO.

A number of assessments against unit standards conducted by any accredited provider or accredited ITO will be moderated each year; ATTTO nominating which unit standards will be included in this sampling.

iv *Verification of off-job assessed work*

Following assessment using materials which have been approved as above, accredited providers and accredited ITOs will submit a sample of work assessed against the moderated tasks as called for by ATTTO. ATTTO 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.

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

e *Reports*

i *Post Moderation Reports*

After each moderation activity, including visits, a report will be prepared. The report will include:

- the title(s) of the unit standard(s) moderated;
- a summary of the moderation outcomes;
- any recommendations for future action.

Accredited providers or accredited ITOs will receive a copy of the report, and a copy will be filed with ATTTO.

ii *Evaluation*

The ATTTO will prepare an annual report for the ATTTO Board which evaluates the moderation system and which allows ATTTO to monitor the effectiveness of the system.

The ATTTO 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.

iii *Non Compliance with Moderation Procedures*

Where evidence shows that an accredited provider or accredited ITO is not complying with assessment requirements, the Moderator will generate a moderation issue report to attach to the moderation report.

ATTTO will notify the accredited provider or accredited ITO of the extent of non-compliance and take any remedial actions, which may include nominating a required timeframe to rectify these issues. The National Moderator and/or a designated Moderator shall check that requirements are subsequently met. ATTTO will notify NZQA when non-compliance issues continue and are not addressed.

f *Funding*

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