

ACCREDITATION AND MODERATION ACTION PLAN

for ServiceIQ – Aviation Core Advisory Group

(version 3)

Contact

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Service Sector > Aviation

Domain	Standard IDs
Aviation - Core	16818, 19585-19587, 20676, 20677, 21834-21837, 23551, 23552, 27028-27056

ACCREDITATION INFORMATION (AI)

Introduction

The purpose of the Accreditation Information (AI) is to indicate the nature of involvement of the standard setting body (SSB) in the accreditation 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 criteria for accreditation.

Standard Setting Body involvement in accreditation process

Levels 1 and 2	Evaluation of documentation by NZQA and industry.
Level 3 and above	Evaluation of documentation and visit by NZQA and industry.

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

Visit waiver conditions

Participation in the accreditation visit may be waived by ServicelQ under the following circumstances.

- 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 ServicelQ judgement does not warrant a visit by industry; **or**
- when the application for accreditation has been developed in conjunction with ServicelQ; **or**
- when the applicants' history of teaching toward and assessing against unit standards is well known to ServicelQ.

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

Areas of shared responsibility

None.

Fees schedule for SSB involvement in accreditation process

This fees schedule is applicable to all applications for accreditation received by NZQA from 1 November 2004. However, the SSB may choose to charge lower fees for their involvement in accreditation. Contact the SSB for further information.

Additional fees can be charged by NZQA, the Institutes of Technology and Polytechnics Quality (ITP Quality), the Committee for University Academic Programmes (CUAP), and the Colleges of Education Accreditation Committee (CEAC) for involvement in accreditation. 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, ITP Quality, CUAP, and CEAC) for detailed 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 accreditation

To ensure the training meets aviation industry standards the following industry-specific accreditation requirements must be met by the applicant organisation. These requirements are necessary to demonstrate that an applicant organisation can administer, deliver, assess and support training in an aviation industry environment and to the standards, requirements and controls currently applying in the aviation industry.

Applicants are welcome to contact the Chief Executive of ServiceIQ for advice at any time and 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 involvement in an accreditation visit, at considerable savings to the applicant.

Criterion 1 Development and evaluation of teaching programmes

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.

The 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 provider's quality system and processes.

The 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.

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

Applicants for accreditation involving unit standard 21837 must hold certification from the Civil Aviation Authority of New Zealand (CAA) to conduct Dangerous Goods Training Programmes training as outlined in CAA Part 92 and Advisory Circular AC92-1.

Training programmes involving unit standard 21387 must meet the minimum requirements of the role to be performed as outlined in CAA Part 92 and Advisory Circular AC92-1.

CAA Part 92 and Advisory Circular AC92-1 can be found at <http://www.caa.govt.nz/>.

Criterion 2 Financial, administrative and physical resources

Applicants for accreditation must be a currently registered NZQA training provider.

Applicants must have appropriate facilities and resources to be able to deliver and assess the off-job component of a unit standard. Such facilities and resources must be of a standard appropriate to core aviation operations and shall include a reference resource specialising in core aviation material.

Applicants must have a policy that demonstrates there is a commitment and plan to ensure that facilities and resources keep pace with industry and educational trends and standards.

Criterion 3 Staff selection, appraisal and development

Applicants must be able to demonstrate adequate and appropriately qualified administration and quality assurance staff to provide the level of support and quality assurance needed to meet industry standards.

Applicants must be able to demonstrate that instructors:

- hold a relevant teaching qualification or have successfully completed an ServiceIQ approved tutor training programme; and
- are appropriately qualified and experienced to assess against unit standards within the domain Aviation – Core.

Applicants for accreditation involving unit standard 21836 must be able to demonstrate that instructors:

- have a diploma or degree in psychology; **or**
- hold unit standard 4098 and unit standard 21836, or equivalent knowledge and skill, plus have two years operational experience in a cabin crew department but not necessarily as a flight attendant.

Applicants for accreditation involving unit standard 21837 must be able to demonstrate that instructors meet the minimum requirements outlined in CAA Part 92 and Advisory Circular AC92-1. These can be found at <http://www.caa.govt.nz/>.

Criterion 7 Assessment

Applicants must have a policy for the conducting and invigilating of written examinations to ensure the integrity of the examination.

Applicants must demonstrate a commitment to the principles of RPL, and have systems and procedures in place to recognise, assess and extend learning as required.

Criterion 8 Reporting

Applicants must have a policy to ensure that candidates registered with ServiceIQ, as a trainee employed under the terms of a training agreement, who are awarded unit standards will have that achievement reported to ServiceIQ.

Non-compliance with accreditation requirements

Where there is evidence of non-compliance with the requirements for accreditation the quality assurance body (QAB) (NZQA, ITP Quality, CUAP, or CEAC) 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 accreditation.

Implementation

ServiceIQ is able to provide sufficient trained participants to service the requirements of accreditation processes.

MODERATION INFORMATION (MI)

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

Introduction

The purpose of the Moderation Information (MI) is to provide details on the national external moderation system, developed by ServiceIQ, to ensure that assessment decisions of accredited TEOs and schools are consistent with the national standard. All TEOs and schools assessing against the standards in this Accreditation and Moderation Action Plan (AMAP) must meet the requirements for moderation outlined in this MI.

Moderation System

ServiceIQ 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.

Moderation Strategy

ServiceIQ is responsible for the national external moderation of assessment against unit standards in a range of industry sectors. Each industry sector has a specific set of policies and procedures for moderation that meets the requirements of that particular industry's needs. Each industry sector's specific moderation policies and procedures, which must be complied with, can be obtained free of charge from ServiceIQ at the above contact address.

There are a set of guiding principles that govern ServiceIQ moderation strategy. These are that the moderation system must:

- be easy to understand
- be manageable for both standard setting body and users
- be cost effective for both standard setting body and users
- support best practice assessment and moderation to enhance validity and assessor expertise
- enhance comparability and consistent quality of assessor judgements
- support collaboration, co-operation, and rationalisation within the moderation system
- support NQF principles of flexibility and safeguard diversity of provision
- support academic autonomy of tertiary education organisations
- support a holistic approach towards quality assurance, balancing coverage and intensity of moderation
- support the Tertiary Education Strategy in terms of recognising te ao Māori, tikanga Māori, and responsiveness to Pasifika peoples by not creating any unnecessary or unreasonable barriers.

ServiceIQ will be responsible for implementing and operating the national external moderation system.

Appointment and Training of Moderators

ServiceIQ currently operates a national moderation system managed by the ServiceIQ Quality Manager. The Quality Manager is responsible for the coordination of all moderation activities. Where the Quality Manager recognises that additional support or expertise is required, they will appoint suitably qualified personnel from within ServiceIQ or on contract to ServiceIQ.

ServiceIQ will facilitate any training necessary for moderators and will organise moderators' meetings to ensure consistent moderation. The Quality Manager will maintain overall responsibility to ensure national consistency in moderation practice.

Co-ordination

ServiceIQ will be responsible for the organisation and coordination of moderation activities involving accredited organisations and for sending out the relevant information.

Assessment Plan

Each year, accredited organisations will be required to submit to ServiceIQ their assessment plan for the year including:

- 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 numbers where appropriate.

ServiceIQ will use this plan to negotiate a post-assessment moderation plan for the provider in keeping with the ServiceIQ four-year moderation plan.

Pre-assessment Moderation

All assessment tasks and schedules used for assessment must be moderated and approved by ServiceIQ prior to use. ServiceIQ common assessment tasks already meet this requirement. Any accredited organisation's self-developed material must be forwarded to ServiceIQ for pre-assessment moderation.

Post-assessment Moderation

A sample of assessment against unit standards, conducted by an accredited organisation, will be moderated each year; ServiceIQ selecting which unit standards will be included in the sample.

ServiceIQ has a four-year moderation plan to ensure all unit standards being delivered and assessed against are moderated over this period of time. The unit standards selected for post-assessment moderation will change annually according to ServiceIQ moderation plan. ServiceIQ may select further unit standards for moderation depending on the post-assessment moderation history of the accredited organisation.

Once an assessment plan has been provided by an accredited organisation, the organisation will be notified of which unit standards have been selected for moderation and when the documentation will be required by ServiceIQ. Accredited organisations will be required to submit the:

- assessed work of three candidates, or
- where more than 30 candidates have been assessed, 10% of the assessed work for each unit standard selected for post-assessment moderation.

Moderation Reports

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

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

The accredited organisation will receive a copy of the report, and a copy will also be filed with ServicelQ.

Moderation Support

At least once yearly ServicelQ will convene a meeting of key moderation team members to discuss issues arising from the moderation process and to provide training and support for people undertaking these roles.

Reporting

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

ServicelQ moderation system will be reviewed as required, drawing on feedback from the Quality Manager, Moderation Team, industry and registered assessors and providers. Changes will be implemented by ServicelQ.

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

Funding

Postal post-assessment moderation will be funded through the negotiated portion of the \$1 per credit NZQA fee and by ServicelQ.

ServicelQ reserves the right to charge for other moderation services. At the discretion of ServicelQ the following fee may be charged to the organisation.

- \$100 plus GST single charge for pre-assessment moderation of a provider developed assessment.

Non-compliance with Moderation Procedures

Non-compliance in meeting the requirements of this moderation system will result in further action by ServicelQ. On-going unresolved non-compliance will be referred to the appropriate quality assurance body (QAB) (NZQA, ITP Quality, CUAP, or CEAC). Ultimately the QAB may withdraw accreditation.

Where the moderation process shows that moderation requirements have not been met, the Quality Manager will specify the necessary actions that accredited providers and ITOs or registered assessors have to undertake to meet requirements. If these

actions are not met within the specified timelines, the Quality Manager will notify ServicelQ Academic Support Manager, who will put in place a process for resolution. ServicelQ may de-register its own registered workplace assessors.

Appeals

ServicelQ has an appeals procedure in place for situations where disagreement concerning moderation decisions cannot be resolved in the first instance.

In all cases, the decision of the Chair of the Aviation Training Council is final and binding.