

# ACCREDITATION AND MODERATION ACTION PLAN

## for ServiceIQ - Air Traffic Services Advisory Group

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(version 2)

### Contact

#### ServiceIQ

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### Service Sector > Aviation

Domain	Standard IDs
Air Traffic Services	23455-23477, 28043-28049, 29413

### 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 ServiceIQ - Air Traffic Services Advisory Group document ref: 0174).

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

### ACCREDITATION INFORMATION

#### b *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 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 applicant's history of teaching and assessing of unit standards covered by the application is well known to ServiceIQ.

#### c *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 <i>(to cover costs to ServiceIQ for administering the process)and either</i>	Up to \$50
Documentation Evaluation only <i>or</i>	Up to \$100
Documentation Evaluation plus visit of one per day	Up to \$300
Extra time needed for visit	Up to \$100/half day
Travel and Accommodation	Actual and reasonable
Use of private vehicle	Charged at 56 cents/km (inclusive of GST)

d *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 air traffic services industry requirements are necessary to demonstrate that the training provider not only has the appropriate quality systems and policies but that it can administer, deliver, assess and support the training in an air traffic services 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 air traffic services 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 provider's quality systems 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 air traffic services unit standards will be assessed must be:

- a currently registered NZQA provider;
- able to demonstrate that it has the environment, systems, procedures and controls that are equivalent to a Civil Aviation Authority (CAA) Part 172 organisation and the air traffic services industry standards.

#### ii *Physical*

A training provider must have adequate classrooms and appropriate training aids 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 the air traffic services industry and shall include:

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

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

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

- an NZCAA Part 172 approval.

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

- iv All training given should be on air traffic services systems and equipment currently being operated in New Zealand.
- v On-job training shall be done in a operational/production environment or a training environment that fully simulates operational/production conditions, in order to satisfy the unit standard definition that requires air traffic services work activities to be directly supervised.
- vi 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.
- vii A training provider must have a policy that ensures that, in the event of contingencies, there are sufficient resources and personnel to provide the training programmes and assessments covered in the accreditation application.

### Criterion 3

#### *Staff Selection, Appraisal and Development*

##### *i Administration/Quality Assurance*

A training 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*

Staff required to deliver off-job training must meet the following minimum requirements to be approved:

## a Non ATS Licensed staff

For the following unit standards - from 15503 to 15524, 15530, from 15534 to 15536, and from 15553 to 15557:

- hold a recognised tertiary level qualification in education or training;
- have completed an Airways Corporation of New Zealand (ACNZ) Instructors course or equivalent;
- have completed an ACNZ Training Management course or equivalent;
- have a minimum of 3 years relevant air traffic services experience; *or* have a minimum of 3 years experience in adult education.

## b ATS Licensed staff

- hold a National Certificate in Air Traffic Services *or* New Zealand Civil Aviation Air Traffic Services Licence;
- have completed an ACNZ Instructors course or equivalent;
- have completed an ACNZ Training Management Course or equivalent;
- have a minimum of 3 years relevant air traffic services experience; *or* have a minimum of 3 years experience in adult education.

Staff required to deliver on-job training must meet the following minimum requirement to be approved:

- hold a National Certificate in Air Traffic Services *or* New Zealand Civil Aviation Air Traffic Services Licence;
- have completed an ACNZ Instructors course or equivalent;
- have a minimum of 2 years relevant air traffic services experience.

## iii Assessors

Personnel required to assess air traffic services unit standards in an off-job environment must:

- have a minimum of 3 years relevant air traffic services experience *or* have a minimum of 3 years experience in adult education;

- have completed and passed an ServiceIQ approved workplace assessors course or be credited with assessor unit standards 4098 and/or 4099 or hold an international equivalent;
- be registered with an ITO as a workplace assessor;
- be an approved instructor for the off-job unit standards being assessed.

Personnel required to assess air traffic services unit standards on-job in the workplace must:

- have a minimum of 3 years relevant air traffic services experience;
- have completed and passed an ServiceIQ approved workplace assessors course or be credited with assessor unit standards 4098 and/or 4099 or hold an international equivalent;
- be registered with an ITO as a workplace assessor;
- be an approved instructor for the on-job unit standard being assessed *or* hold a New Zealand Civil Aviation Air Traffic Services Licence.

#### 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 and assessment.

#### 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 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 the 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 for addressing any possible 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.

iv On-job training shall be done in an operational/production environment or a training environment that fully simulates operational/production conditions, in order to satisfy the unit standard definition that requires work on air traffic services activities to be directly supervised.

Criterion 7

*Assessment*

i *Moderation*

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

ii *Written Examinations*

- in order to meet CAA requirements, a pass mark of not less than 70% is required where written examinations form part of a unit standard assessment.
- 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 ServicelQ as a trainee and employed under the terms of a training agreement who are awarded unit standards must have that achievement reported to ServicelQ.

e *Provider Assistance*

Training providers are welcome to contact the General Manager of ServicelQ for advice at any time and are encouraged to consult ServicelQ at an early stage of their planning for accreditation. ServicelQ will charge for assistance in preparing for accreditation, however such an involvement could result in ServicelQ foregoing the right to involvement in an accreditation visit, at considerable savings to the applicant.

f *Approval and Implementation*i *Ability of ServicelQ to Service its Accreditation Requirements*

ServicelQ 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 ServicelQ.

**Moderation System**a *Areas of Shared Responsibilities*

Nil.

b *Introduction*

ServicelQ 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*

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

ii *Appointment and Training of Moderators*



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

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

Moderators will be employees of ServiceIQ or will be contracted to ServiceIQ.

iii *Co-ordination*

ServiceIQ 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 ServicelQ 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.

ServicelQ will use this plan to negotiate a moderation timeline.

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

### 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 ServicelQ, 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 ServicelQ.

A number of assessments against unit standards conducted by any accredited provider or accredited ITO will be moderated each year; ServicelQ 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 ServicelQ. ServicelQ 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.

ServicelQ 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 ServicelQ.

ii *Evaluation*

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

ServicelQ 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.

ServicelQ 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. ServicelQ 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 ServicelQ.