

ACCREDITATION AND MODERATION ACTION PLAN

for **ServiceIQ – International Air Express Advisory Group**

Contact

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Service Sector > Aviation

Domain	Standard IDs
International Air Express	13232, 13247-13249, 16896-16932

ACCREDITATION

a *Accreditation Options*

Levels 1-2	Evaluation of documentation and visit by NZQA and industry. Special conditions: (see Accreditation and Moderation Systems for ServiceIQ - International Air Express Advisory Group document ref: 0176).
Levels 3 and above	Evaluation of documentation and visit by NZQA and industry.

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 units 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 Up to \$50
(to cover costs to ServiceIQ for administering the process) and either

Documentation Evaluation only Up to \$100
or

Documentation Evaluation plus Up to \$300
visit of one per day

Extra time needed for visit Up to \$100/half day

Travel and Accommodation Actual and reasonable

Use of private vehicle Charged at 56cents/km (inclusive of GST)

d *ServiceIQ accreditation special requirements*

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

ServiceIQ position is that these particular international air express 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 international air express industry environment and to the standard, requirements and controls currently applying to the international air express 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 international air express 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 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 international air express 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 meet the international air express 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 international air express industry and shall include:

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

- iii To ensure the required standard of training is given and is in an international air express 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 to meet the standards of the international air express industry.
 - In all cases the approval held must be appropriate to the subject training being given.
- iv All training given should be on international air express 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 international air express 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 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 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:

- hold a relevant teaching qualification or have undertaken tutor training;
- have appropriate industry experience; and
- hold a National Certificate in International Air Express or an equivalent qualification.

iii The applicant shall have a policy of maintaining the competence of those staff conducting training and assessments in line with technological advances in the industry and their currency in accordance with external regulatory requirements.

iv *Assessors*

Personnel required to assess international air express unit standards on-job in the workplace must:

- have relevant international air express experience;
- have a minimum of 3 years relevant international air express 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; and
- be registered with an ITO as a workplace assessor.

v *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 addressing deficiencies; and
- 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 a 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 international air express 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*

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 ServiceIQ as a trainee and employed under the terms of a training agreement who are awarded unit standards must have that achievement reported to ServiceIQ.

e *Provider Assistance*

Training providers are welcome to contact the General Manager 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 could result in ServiceIQ foregoing the right to involvement in an accreditation visit, at considerable savings to the applicant.

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

ServiceIQ 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 ServiceIQ.

Moderation Systema *Areas of Shared Responsibilities*

Nil.

b *Introduction*

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.

c *Organisation of the Moderation Process*

i *Responsibility*

ServiceIQ 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.

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

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

iii *Co-ordination*

The 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.

ServiceIQ 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 ServiceIQ.

ii *Evaluation*

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

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.

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.

ServiceIQ 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. ServiceIQ 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 ServiceIQ.