

## **AMAP for Electrotechnology Industry Training Organisation [Ref: 0003]**

### **Review of *ElectroTechnology, Telecommunications, Emergency Services, Offender Management, Security, Financial Services, Insurance Services and Contact Centres* AMAP**

The ElectroTechnology Industry Training Organisation (ETITO) has completed the review of the Accreditation and Moderation Action Plan (AMAP) above.

#### **Date new version published**

**October 2009**

The next AMAP review is planned to take place during 2011.

#### **Summary of review and consultation process**

The review of the AMAP was required in 2008 to continue to meet the needs of our industries. The review is to ensure that ETITO continues to cater for each industry in an appropriate way while providing the highest quality standards across the different sectors. All industries were represented in this review by establishment of an AMAP Advisory Group.

#### **Compliance with new requirements**

##### **Financial Services and Insurance Services subfields**

In its role as regulator of financial advisers, the Securities Commission is required by Section 54 of the Financial Advisers Act 2008 to take the steps necessary to satisfy itself that every applicant for authorisation as a financial adviser meets the requisite level of competence specified in the Code of Professional Conduct. As a result ETITO has developed common assessment tasks for assessment against capstone financial advice unit standards 25650-25653 which cover the core elements of adviser competence. All summative assessment against these unit standards must be carried out by ETITO. To satisfy the requirements of the Financial Advisers Act 2008 these requirements need to be implemented with immediate effect.

Accreditation requirements will apply with effect from October 2009.

Moderation system requirements will apply with effect from October 2009.

Accredited organisations will be audited for compliance with AMAP requirements from April 2010.

##### **Emergency Services, Contact Centres, Offender Management, Security, Electrotechnology, and Telecommunications subfields**

Accreditation requirements will apply with effect from January 2010.

Moderation system requirements will apply with effect from January 2010.

Accredited organisations will be audited for compliance with AMAP requirements from July 2010.

## Main changes resulting from the review

Email contact details for ETITO Quality Assurance Manager have been updated throughout the AMAP.

### ACCREDITATION INFORMATION (AI)

#### Visit waiver conditions

Conditions have been amended to indicate that an accreditation visit may only be waived where an accredited organisation is seeking to extend an existing accreditation and has a successful record of delivery and assessment.

#### Industry or sector-specific requirements for accreditation

- Financial Services Sector Criterion 7 Assessment – new requirement that all summative assessment against capstone Financial Advice unit standards 25650-25653 inclusive is carried out by ETITO
- Process for schools applying for accreditation at Level 1, 2 and 3 in the Electronics Technology domain has been included and equipment requirements have been clarified
- Emergency Services Criterion 3 for Pre-Hospital Emergency Care domain – clarification that teaching and assessing staff must have at least twelve months practical experience
- Emergency Services Criterion 6 for Pre-Hospital Emergency Care domain – clarification of reporting requirements
- Offender Management Criterion 6 – clarification that only off-site providers and/or workplaces that meet Prison Services requirements can be used
- Security Sector – requirements for maintaining currency of equipment to be used for training has been moved from Criterion 6 to Criterion 2
- Contact Centre Criterion 6 – clarification of reporting requirements
- High risk unit standards (Appendix 7) – updated to reflect the results of unit standard reviews.

### MODERATION INFORMATION (MI)

#### Introduction

An explanation of the process for providing feedback on the national external moderation system to ETITO has been added.

#### Moderation System

The moderation system has been amended to:

- outline the process for assessment and moderation of capstone Financial Advice unit standards 25650-25653
- provide detail on the timeframe for moderation reports to be sent to accredited organisations
- clarify key features of the moderation system, moderation process, the criteria for selection of unit standards, and the assessment material required for moderation
- clarify requirements and charges for pre-assessment moderation
- clarify the postal moderation process used for post-assessment moderation
- clarify processes for post-assessment moderation for Financial Services and Insurance Services subfields.

#### Funding

- Updated to clarify charges for pre-assessment moderation services, and charges for non-compliance with moderation requirements.

#### Non-compliance with moderation requirements

- the paragraph on national external moderator activities has been amended to clarify the process for resolving non-compliance
- ETITO activities when moderation exposes ongoing non-compliance with moderation requirements have been clarified.

#### Appeals

Timeframes for appeals to be lodged and resolved have been added.