Review of ServiceIQ CMRs

CMR for ServiceIQ - Aeronautical Engineering Advisory Group [Ref: 0028]
CMR for ServiceIQ - Aircraft Operation Advisory Group [Ref: 0169]
CMR for ServiceIQ - Airport Operations Advisory Group [Ref: 0125]
CMR for ServiceIQ - Air Traffic Services Advisory Group [Ref: 0174]
CMR for ServiceIQ - Aviation Core Advisory Group [Ref: 0170]
CMR for ServiceIQ - Flight Attendants Advisory Group [Ref: 0127]

ServiceIQ has completed a review of the Consent and Moderation Requirements (CMRs) detailed above.

Date new versions published   **January 2019**

The next CMR review is planned to take place during 2023.

Summary of review

ServiceIQ instigated a review of the Aviation Sector CMRs to gain consistency in quality systems for unit standards classified in the sector sub-fields and domains managed by ServiceIQ viz. Aeronautical Engineering, Air Traffic Services, Airport Operations, Aviation Core, Aircraft Operation, and Flight Attendants. Six CMRs with very similar requirements have been merged to become one document.

The CMR document specifies the common requirements for consent to assess for all ServiceIQ managed unit standards with appendices to retain specific requirements for sectors with CAA (Civil Aviation Association) and legislative obligations.

CMR 0028 was selected as the 'master' CMR having the most unit standards associated with it. CMRs 0169, 0125, 0174, 0170, 0127 were updated to mirror the appropriate sections of CMR 0028, and the standards on these CMRs will be transferred to CMR 0028 when they are next reviewed or revised.

The requirements of this CMR were collated with the requirements of ServiceIQ's other CMR, Ref: 0112, to bring some consistency to the requirements and management of consent to assess applications and external moderation systems.

Considerable effort has been given to gathering feedback from staff and industry to reach agreement and set achievable parameters to manage the integrity of assessment decisions for the aviation sector unit standards.

Compliance with new requirements

Requirements for consent to assess will apply with effect from January 2019.

Moderation system requirements will apply with effect from January 2019.

Organisations with consent to assess will be expected to be able to demonstrate compliance with the CMR from July 2019 onwards.

ServiceIQ will communicate any changes through its website and through direct communications with organisations that have been granted Consent to Assess. ServiceIQ

will accommodate any organisation that requires more time to manage change.

Main changes

CMR for ServiceIQ - Aeronautical Engineering Advisory Group [Ref: 0028]
CMR for ServiceIQ - Aircraft Operation Advisory Group [Ref: 0169]
CMR for ServiceIQ - Airport Operations Advisory Group [Ref: 0125]
CMR for ServiceIQ - Air Traffic Services Advisory Group [Ref: 0174]
CMR for ServiceIQ - Aviation Core Advisory Group [Ref: 0170]
CMR for ServiceIQ - Flight Attendants Advisory Group [Ref: 0127]
CMR for Aviation Sectors [Ref: 0028]

The name of CMR 0028 was changed to reflect all six aviation sector industries coming under the reviewed CMR.

Requirements for Consent to Assess (RCA)

ServiceIQ requires applicant organisations to provide evidence of industry excellence and the ability to support training and assessment at all relevant levels of the Directory of Assessment Standards. Merging the CMR was focused on achieving consistency across the sectors by:
• standardising requirements for, experience and qualifications of staff
• offering specific guidance to schools about applications for consent to assess
• consolidating moderation requirements across all the sectors and to ensure organisations with consent to assess have the capacity to engage in ServiceIQ's national external moderation system.

Standard Setting Body involvement in process for granting consent to assess
• applications will be given consideration and where needed ServiceIQ will support applicants by suppling information, guides, and offering staff support.

Visit waiver conditions
• 'Accreditation fees' were deleted from this section.

Industry or sector-specific requirements for consent to assess
• sector specific requirements are now found in the relevant appendix.

Criterion 1 – Development and evaluation of teaching programmes
• requirement to store 'a set of master documents' has been deleted (considered obsolete)
• requirement added to consider the literacy, language and numeracy demands of the programme
• requirement added for consultation with stakeholders and maintenance of links with industry
• requirement added for feedback on training, delivery and materials, to be obtained from students and industry representatives
• requirements added for online and distance learning.

Criterion 2 – Financial, administrative and physical resources
• requirements for training provider status and physical specifics of aeronautical engineering were shifted to industry appendix

- requirements common to all sectors regarding: resources, equipment, venues, student results and personal information have been added.

Criterion 3 – Staff selection, appraisal and development
- specific requirements for teaching staff have been moved to the specific industry appendix and updated to latest CAA (Civil Aviation Authority) requirements
- general requirements for staff engaged in training and assessment have been added, these requirements must be satisfied in addition to relevant sector specific requirements in the appendices
- a requirement has been added for verifiers to have appropriate experience and skill.

Criterion 6 – Off-site practical or work-based components
- industry specific requirements were moved to the appendices
- requirements common to all sectors have been added - this includes reference to NZQA rules, formal agreements, equipment and resources.

Criterion 7 - Assessment
- reference to written examinations has been deleted
- requirements added for pre-assessment moderation of any self-developed assessment material
- requirements added for Recognition of Prior Learning and Credit Recognition and Transfer.

Criterion 8 - Reporting
- requirement added for credit achievement to be reported within 3 months of assessment.

Moderation Requirements (MR)

Moderation System
- updated to reflect current ServiceIQ practice and terminology. ServiceIQ operates a predictive system; Organisations with consent to assess are required to complete an annual Assessment Intention Plan
- on-site moderation visit facility has been added
- moderation cluster workshop facility has been added.

Funding
- updated to indicate that ServiceIQ may charge for services associated with moderation, non-compliance, and appeals
- detail regarding funding of the national external moderation system was added.

Non-compliance with moderation requirements
Detail added regarding management of organisations where non-compliance with moderation requirements has been identified.

Appeals
- updated to provide details of ServiceIQ's process for managing appeals.