

Qualification Title: New Zealand Certificate in Aviation (Airline check-in) L3

Qualification number: 1947

Date of review: 10/2/2016

Final decision on consistency of the qualification: National consistency is confirmed

Threshold:

The threshold to determine sufficiency with the graduate profile was determined as evidence of:

- Graduates being able to complete basic and advanced check-in procedures, applying appropriate communication, literacy and numeracy skills, for a range of customer types to provide an overall quality customer service complying with international aviation regulations.

This threshold is closely aligned to and based on the major graduate profile element.

Tertiary Education Organisations with sufficient evidence

Tertiary Education Organisation	Final rating
Service IQ	Sufficient

Introduction

This 40 credit qualification is intended to recognise individuals who have attained the skills required to safely perform passenger handling operations in accordance with international aviation regulations. Graduates will have the knowledge and skills to work as airline check-in staff.

Evidence

The TEO provided a range of evidence to demonstrate that their graduates met the graduate profile outcomes.

The criteria used to judge the above evaluation question were (p10 NZQA consistency guidelines):

- The nature, quality and integrity of the evidence presented by TEO
- How well the organisation has analysed, interpreted and validated the evidence, and used the understanding gained to achieve actual or improved consistency
- The extent to which the TEO can reasonably justify and validate claims and statements relating to the consistency of graduate outcomes, including in relation to other providers of programmes leading to the qualification

Graduate destination

Evidence of graduate employment utilising the qualification was provided by graduates and attestation. The evidence from graduates was from a specific question in the graduate survey and 100% of responding graduates [are] still working at Air NZ (the only employer). The attestation was from Service IQ.

Graduate feedback

Evidence from graduates was provided of graduates using the skills and knowledge learned. The evidence was from a specific question in the graduate survey and 100% of responding graduates found they used the skills and knowledge they learned. 91% of responding graduates found the training useful and valuable.

Employer attestation

The single employer of graduates stated that it is confident the graduates meet the graduate profile outcomes. All the current graduates (and trainees at that time) were from one employer. The author of the attestation letter from Air NZ was from the School of Ground Operations Training Manager. It stated that "Air New Zealand is confident that graduates ...meet the graduate profile outcomes of the qualification" Air NZ also stated its training is internally measured and quality assured nationally, and undertakes benchmarking with any gaps resulting in additional training or evidence gathering.

How well does the evidence provided by the education organisation demonstrate that its graduates match the graduate outcomes at the appropriate threshold?

Strong evidence was provided from the single employer of all trainees and graduates that graduates met the graduate profile outcomes. This attestation was provided by the Training Manager of the only company with trainees. Thus the company trained the trainees, and then continued to employ them following graduation. Air NZ describe the standard of training as high in their attestation. The company also has its own internal quality assurance process, and complies with the ITO moderation requirements. There was one training provider (an ITO).

The second strand of strong evidence comes from graduates. A survey of graduates by the ITO provided strong evidence that graduates used the knowledge and skills learned (100%), and found the training valuable and useful (91%). 100% of graduates responding continued to be employed by the company.

The combination of evidence from the single employer of trainees and graduates that they meet the graduate profile, that the standard of training is high and the presence of internal quality assurance processes, alongside the evidence from graduates that they both use the knowledge and skills gained and found the training valuable and were still employed by the company, provides convincing evidence of graduates meeting the graduate outcomes at the appropriate threshold.

Special Focus (includes special focus on a strand or outcome)

No special focus

Examples of good practice

Graduate survey asking specific questions relating to current employment and the usefulness of the skills and knowledge obtained.

Employer attestation from an appropriate Training Manager.

Issues and concerns

Future reviews would be strengthened by the addition of post-moderation assessment data. If there remains a single provider and employer, then external validation of the standard may involve other processes such as benchmarking.

Strong evidence was provided, however there was also a lot of information provided that was not relevant to this consistency review. A stronger emphasis on analysis and interpretation by the provider relating to consistency of actual graduates would strengthen confidence and reduce the amount of non-relevant information presented.

Recommendations to Qualification Developer

It is recommended that the qualification developer review the evidence requirements for assuring consistency to ensure a focus on evidence from actual graduates over the relevant period of meeting the graduate profile outcomes/being prepared for their role. This would enable the graduate voice to be stated as a primary piece of evidence rather than included under "other evidence"