

**Qualification Title:** New Zealand Certificate in Aviation (Flight Attendants) (Level 4) with optional strand in Airline Specific Operational Flight Attending

**Qualification number:** 2881

**Date of review:** 6 September 2022

This report refers to all graduates awarded this qualification prior to: 1 January 2018 - 31 December 2021

**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 of this qualification will be able to:

- apply the principles of aviation safety and security in pre-flight preparation and in providing passenger care in an aircraft
- apply the principles of aviation customer service in attending to passenger needs in-flight.

Graduates of the Airline Specific Operational Flight Attending strand will also be able to:

- apply airline-specific operational knowledge and skills in carrying out flight attending duties before, during, and after a flight.

#### Education Organisations with sufficient evidence

The following education organisations have been found to have sufficient evidence.

| MOE Number | Education Organisation  | Final rating |
|------------|---|--------------|
| 6025       | Te Pūkenga - New Zealand Institute of Skills and Technology trading as Toi Ohomai | Sufficient   |
| 8640       | New Zealand School of Tourism Limited   | Sufficient   |
| 6044/6     | Te Pūkenga Work Based Learning Limited – Service IQ                               | Sufficient   |

#### Introduction

The purpose of this 60-credit Level 4 qualification is to provide the airline sector of the aviation industry with individuals who have attained sufficient operational skills and knowledge to provide safe, secure and customer-friendly in-flight services, for domestic and/or international flights in either a commercial or non-commercial organisation. This qualification can provide a pathway to other training opportunities with an airline.

## Final Consistency Review Report

To achieve this qualification, trainees must at all times comply with aviation regulations that applicable to Flight Attendants. The core qualification may be achieved entirely under simulated conditions in a fully operational cabin trainer suitable for all aspects of flight attendant training.

Graduates will be equipped with a comprehensive set of skills relating to aviation safety and security, and customer service. Their applied skills and knowledge will involve working under broad guidance, and they may also have some responsibility for the performance of others. Graduates of this qualification will have the skills and knowledge to work as flight attendants. They may be involved with passenger handling for multiple aircraft types of varying sizes.

The optional strand in Airline Specific Operational Flight Attending recognises the airline-specific knowledge and skills acquired while performing all the duties required of a flight attendant on operational flights. Evidence for the optional strand in Airline Specific Operational Flight Attending must be obtained on operational flights in an aircraft suitable for all aspects of flight attendant training.

The qualification was initially designed and approved on the New Zealand Qualification Framework in 2015. The consistency review was held via an online meeting and attended by representatives from education organisations who offered this qualification and the current qualification developer, Ringa Hora Services Workforce Development Council.

During the reporting period covered by this review, a total of 1,002 graduates were reported by three educational organisations whose programmes of study led to the award of this qualification.

### Evidence

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

The criteria used to judge the evaluation question were

- the nature, quality and integrity of the evidence presented by the education organisation
- 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 education organisation 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.

Evidence provided by the education organisations included:

- confirmation that the organisations have coherent programmes of study with learning outcomes and assessment tools mapped to the graduate profile outcomes (GPOs)
- moderation processes and moderation results.
- evidence of effective processes to ensure programmes continue to meet current industry needs
- evidence of internal self-assessment activities, such as annual programme and course reviews, showing that ongoing improvements were being made to programmes and delivery, and that learner feedback was responded to
- feedback from graduates and available employers' confirmation that graduates gain and are using the skills and knowledge outlined in the graduate profile outcomes.

## Final Consistency Review Report

### **How well does the self-assessment and supporting evidence provided by the education organisation demonstrate that its graduates match the graduate outcomes at the appropriate threshold?**

The depth and quality of the evidence provided was strong and directly aligned to the graduate profile outcomes.

Programmes have been well designed and delivered with learning outcomes well mapped to the graduate profile outcomes (GPOs). Moderation evidence attests to the validity of assessment and shows that improvements have been made to assessment material as a result of moderation feedback, with external moderation being a focus going forward for some. Employer and graduate survey results (where available) are well analysed to determine if graduates of the qualification meet the graduate profile outcomes.

All education organisations provided evidence of relevant and up-to-date programmes with work ready graduates due to ongoing, current, and strong engagement with industry, although during COVID-19, airlines reduced staff and it is taking time to build relationships again and for the graduates to gain employment in the industry.

At the review meeting, all education organisations noted how difficult it was to gain stakeholder and graduate feedback, especially when dealing with some airlines and their need for confidentiality. This meant that the feedback was limited to those that were able to gain it.

Overall, the self-assessment and supporting evidence supplied, by those education organisations which were found sufficient, provided convincing evidence, and could effectively demonstrate that their graduates matched the graduate profile outcomes at the appropriate threshold.

### **Special Focus**

There is an Airline Specific Operational Flight Attending strand in the qualification which one education organisation was offering as their provision was fully work based with an airline.

### **Examples of good practice**

There were very good examples of mapping documents of GPOs to learning outcomes and assessments.

### **Issues and concerns**

There was some difficulty in gaining comprehensive feedback from graduates and employers within the aviation industry due to varying confidentiality constraints.

### **Recommendations to Qualification Developer**

None