

Qualification Title: New Zealand Certificate in Mountain Facility Operations (Level 3) with strands in Lift Operations, and Road and Carpark Services.

Qualification number: 3493

Date of review: 18 November 2019

This report refers to graduates awarded this qualification prior to: **31 December 2018**

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 have the knowledge and skills to perform safely and effectively under indirect supervision, specialising in either lift operations performing daily operating procedures, or providing road and parking services to road users at a snowsport area.

Education Organisations with sufficient evidence

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

Education Organisation	Final rating
Skills Active Aotearoa Limited	Sufficient

Introduction

This Level three qualification of 40 credits provides the snowsport industry and mountain facilities with graduates who have the knowledge and skills to perform safely and effectively under indirect supervision in operational roles at a mountain facility or snowsport area.

Graduates of the Lift Operations strand have the knowledge and skills to operate lifts and perform daily operating procedures for a lift department at a mountain facility or snowsport area. Graduates of the Road and Carpark Services strand have the knowledge and skills of road safety and parking requirements in snow and ice conditions to provide road and parking services to road users on a snowsport area. Graduates will contribute to the cultural, social and economic wellbeing of Aotearoa New Zealand.

Graduates may pathway to the New Zealand Certificate in Alpine Resort Operations (Level 3). At this consistency review this pathway was unable to be confirmed; however, it is still considered a relevant pathway by the education organisation.

The consistency review meeting was held in Wellington. One education organisation presented. In addition to the education organisation, the consistency review was attended by an observer from New Zealand Qualifications Authority, Skills Active Aotearoa Limited, and New Zealand Institute of Health & Fitness which has a programme leading to the qualification but no graduates.

Final Consistency Review Report

Evidence

The education organisation 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 for this review included:

- Confirmation that the education organisation had a coherent programme of industry training which ensured that programme components led to the graduate profile.
- Graduate and employer surveys which confirmed that graduates had gained, and were using, the skills and knowledge outlined in the graduate profile.
- Destination data supporting that graduates were working in roles that required the application of skills and knowledge required by the graduate profile.

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 education organisation submitted a range of evidence that could be triangulated to demonstrate that their graduates match the graduate outcomes at the appropriate threshold. This included assessment and moderation evidence, programme alignment, graduate and employer feedback, and destination data.

Strong evidence related to the alignment of their approved programme of industry training with the GPOs. The programme incorporated trainees working at an alpine resort providing experiential learning and opportunity for real world assessment. Evidence relating to moderation and programme review was strong with good internal quality processes.

Useful feedback from employers was presented that directly aligned to the GPOs, including the GPO strands, which confirmed graduates were using valuable skills and knowledge consistent with the GPOs.

Overall, the self-assessment and supporting evidence supplied, by this organisation, demonstrates that their graduates meet the graduate outcomes at the determined threshold.

Special Focus

This qualification has two strands. The Lift Operations strand was the most selected, the Road and Carpark Services strand was selected to a much lesser extent.

Examples of good practice

Programme evidence including engagement with industry throughout the programme development and review, and systematic internal quality assurance processes provide assurances about the quality of the programme of industry training.

Final Consistency Review Report

Issues and concerns

Gathering authentic and timely evidence from graduates and employers with a transient workforce, in an industry with high turnover and a short season is a challenge and needs careful consideration as the qualification continues to be offered.

Recommendations to Qualification Developer

None.