ServiceIQ CONSENT TO ASSESS APPLICATION INFORMATION

This document is to be read in conjunction with AMAP 0078, available at www.nzqa.govt.nz; and outlines the additional industry requirements for Consent to Assess for Tourism, Travel and Museums unit standards.

Information relating to other ServiceIQ sectors can be found on the relevant CMR documents by searching the NZQA website.

[Please note: the terms AMAP and CMR are used interchangeable as NZQA have been updating their terminology from AMAP to CMR].

Consent to Assess Requirements:

Evaluation of documentation/visits to applicant organisations.

Levels 1 and 2   Evaluation of documentation by ServiceIQ and NZQA.

Levels 3 and above

Evaluation of documentation and visit by NZQA and ServiceIQ

Extensions of Consent to Assess

Circumstances under which ServiceIQ's involvement in a NZQA visit may be waived:
i   When the applicant seeks consent to assess for a programme in which a limited number of unit standards will be assessed the nature of which ServiceIQ's judgement does not warrant a visit by industry; *or*
ii   When the application for consent to assess has been developed in conjunction with ServiceIQ; *or*
iii   When the applicant's history of teaching, and assessing unit standards is well known to ServiceIQ.

Consent to Assess Costs

Advising training providers preparing for consent to assess

$50 per hour plus GST, plus any expenses on an actual and reasonable basis.

Participating with NZQA in consent to assess according to the standard Schedule of Fees

ServiceIQ Administration Process Fee   Up to $50.00

Documentation Evaluation only <u>or</u>   Up to $100.00

Documentation Evaluation plus visit of one per day   Up to $300.00

Extra time needed for visit – half day   Up to $100.00

Travel and Accommodation   Actual and reasonable

Use of private car   56 cents//km inclusive of GST

SERVICEIQ INDUSTRY SPECIFIC REQUIREMENTS

Introduction
To ensure the training meets industry standards, the following special requirements must be satisfied against the defined criteria set out below.

ServiceIQ's position is that these particular industry requirements are necessary to demonstrate that the training provider not only has the appropriate quality systems and policies but that it can administer, deliver, assess and support the training in an industry environment and to the standard, requirements and controls currently applying to the industry.

Criterion 1   Development and Evaluation of Teaching Programmes

i   *Development*
    The applicant must clearly identify the unit standards it wishes to assess against and must have a system of continuous monitoring and development in place to ensure delivery meets both the unit standard requirements and current industry standards.

ii   The applicant must develop and maintain a course specification and control document that defines course control, course evaluation, course administration, course assessment and course delivery systems and processes together with the applicant's quality system and processes.

iii   The applicant is required to establish and maintain a set of master documents for each programme which shall contain:

- the course specification/programme outline document;
- the course schedule;
- course documentation control;
- course revision details;
- master set of on-job training details;
- register of training aids;
- master copies of assessment tasks.

    Please note that ServiceIQ tutor resources provide lesson plan outlines, but do not provide a course programme outline. This is the responsibility of the applicant.

iv   The applicant will have a policy of industry involvement in the development and evaluation of the training programme(s).

v   *Casino Qualifications – Course Approval*
    Under the Gambling Act 2003, a training provider must obtain approval for any proposed training course from the Casino Control Authority, before submitting their application to ServiceIQ.

Criterion 2   Financial, Administrative and Physical Resources

i   The applicant must be able to demonstrate that it possesses on-site or has appropriate access to the necessary equipment and training aids to deliver programmes in which nominated unit

standards will be assessed against, including equipment and resources necessary for on-line and distance learning.

ii   Such facilities and resources must be of a standard appropriate to the relevant industry activity for which unit standards will be assessed and must conform to any external regulatory requirements for that activity.

iii   For Unit 25505, *Process short haul air travel requirements using a computer reservation system*, and Unit 25506 *Process short haul ground travel requirements using a computer reservation system*, competence must be demonstrated using a computer reservation system which has the capability of processing comprehensive travel requirements. A theoretical knowledge of this computerised system is not sufficient.

iv   The applicant must have a policy that ensures free access on site to relevant up-to-date trade publications.

v   The applicant must have a policy that ensures there are sufficient resources and personnel to provide the training programmes and assessments covered in the consent to assess application in the event of contingencies.

Criterion 3   Staff Selection, Appraisal and Development (Also see Appendix A)

i   Administration/Quality Assurance
The applicant must be able to demonstrate that they have adequate appropriately qualified administration and quality assurance staff to provide the required level of support and quality assurance that meets industry standards. To this end, ServiceIQ expects staff development of quality assurance staff who are responsible for developing and implementing internal moderation procedures, to include the gaining (or holding of) Unit 11551 *Moderate assessment* (or an in-house equivalent) and that staff understand and promote best practice in moderation and assessment.

ii   The applicant shall have a policy and procedures in place to ensure that each teacher/tutor (and any contingency staff) have a combination of qualifications and experience greater than the level of the unit standard/qualification being delivered. *See vi – vii and Appendix A for specific requirements.*

 If an applicant receives consent to assess on the basis of staff having equivalent skills and knowledge (as opposed to the requisite qualifications and work experience) then that applicant shall have a policy and procedures in place to ensure that each such staff member will work toward the acquisition of the requisite qualification(s) within a time frame to be agreed with SIQ.

iii The applicant shall have a policy and procedures in place to ensure teaching staff members hold a relevant teaching qualification such as a Certificate in Adult Training or have undertaken tutor training. If an accreditation applicant is applying for accreditation for the first time, and has not yet employed their tutors/teachers, ServiceIQ may request, subsequent to consent to assess approval, copies of any tutor qualification information.

iv   The applicant shall have a policy of maintaining the competence of those staff conducting training and assessments in line with best practice in assessment. ServiceIQ expect staff development to include the gaining of (or holding of) unit standard 4098 *Use standards to assess candidate performance* as a minimum, or an equivalent qualification. If staff are writing assessments, ServiceIQ expects them to hold or gain Unit 11552 *Design and evaluate assessment materials.*

v   When the applicant is delivering qualifications at Level 3 or above it shall have a policy of maintaining the currency of tutorial staff with regard to industry practices, procedures and technological advances. In particular, currency in accordance with external regulatory requirements should be maintained.

vi   *On Line and Distance Learning*
     If the applicant is going to provide on-line learning and/or distance learning to candidates, the applicant must have policy and procedures in place that ensures they employ staff/contractors who have the ability to develop on-line learning and distance learning packages. It is preferable that these staff hold or gain relevant unit standards relating to this area of delivery (or an equivalent qualification), ie Unit 10472 *Demonstrate knowledge of the support systems required for the provision of of open, flexible, and networked learning (OFNL),* Unit 25779 *Develop materials for open, flexible, and networked learning (OFNL).*

vii *Providers with consent delivering On-Line and Distance Learning to Secondary Schools*
     Industry has clearly indicated that it sees the National Certificate in Tourism and Travel (Introductory Skills) Level 2 [Ref: 0875] as being the appropriate qualification for delivery at secondary school level.   This includes a restricted number of Tourism Level 3 unit standards that can be credited towards this qualification (ie 3727, 18211, 18212, 18228).

viii *Umbrella Arrangements*
     If a training provider holding consent to assess offers specified unit standards from the National Certificate in Tourism and Travel (Introductory Skills) Level 2 [Ref. 0875] to secondary schools through their umbrella consent to assess, they must provide the tutor, and deliver and assess the work.

ix   *Distance Learning*
     If the provider holding consent to assess is providing distance learning opportunities for specified unit standards from the National Certificate in Tourism and Travel (Introductory Skills) Level 2 [Ref: 0875] to a secondary school and the school does not hold consent to assess, workbooks designed for distance learning must be provided by the provider holding consent to assess. The teacher in the school can *facilitate* the class as students work through self directed designed learning workbooks. Again, all assessment should be carried out by the provider holding consent to assess (and the provider holding consent to assess must carry out internal moderation and be accountable for ServiceIQ external moderation).

x   *Secondary School and Tertiary Training Provider Workplace Assessors*
     If a secondary school or tertiary training provider is to undertake on-job workplace assessment, assessors must:
     • have a minimum of 5 years relevant work experience applicable to the on-job unit standards being assessed; and
     • be credited with assessor unit standards 4098 and/or 11552/4099 (if designing assessments) or hold an international equivalent; and
     • be conversant with current best practice in assessment, recognition of current competence and workplace assessment processes or undergo training (additional to gaining 4098) in order to understand these areas and assess in the workplace.

xi   *ServiceIQ Registered Workplace Assessors*
     ServiceIQ workplace assessors must be nominated and formally registered with ServiceIQ. In order to assess against unit standards on job in the workplace they must:
     • have a minimum of 5 years relevant work experience applicable to the on-job unit standards being assessed; and
     • have completed and passed a ServiceIQ approved workplace assessors course and be credited with assessor unit standards 4098 and/or 11552/4099 (if designing assessments) or hold an international equivalent; and

- be conversant with current best practice in assessment, recognition of current competence and workplace assessment processes.

Criterion 4   Student Entry

No special requirements, but applicants need to take note of any entry requirements in the qualification outlines.

Criterion 5   Student Guidance/Support System

The applicant must have policies and procedures which ensure that students are informed about pre-requisite qualifications in the course that they are undertaking, and that where aviation, tourism and travel national certificates are included in a provider qualification, any pre-requisite qualifications are shown as well. Such policies and procedures are to be documented for presentation to students.

Criterion 6   Off-site Practical/Work-based Components

i   *Monitoring/Control*
   Where trainees spend time with an employer or sub contractor of the training provider for on-job experience the training provider must have a policy for reporting and monitoring and which clearly defines training and assessment responsibilities.

ii   *Ensuring Delivery*
   Where the training provider uses the facilities of an outside contractor to provide on-job training the training provider must have a policy that will provide for:
   - an agreement in writing between the training provider and contractor outlining responsibilities, timescales and assessments;
   - a defined system to ensure the quality of training and addressing deficiencies; and
   - safeguards to ensure no disadvantage occurs to the trainee as a result of such delivery.

Criterion 7   Assessment

i   *Moderation*
   The applicant must have a policy in place which requires the production of assessment systems and procedures that allow for internal moderation, evaluation, student appeal and ServiceIQ external moderation.

ii   *Assessments*
   The applicant must have a policy for the conducting and invigilating of assessments that incorporates best practice in assessment and ensures the integrity of the assessments and authenticity of candidate work.

iii   *Recognition of Prior Learning (RPL) and Recognition of Current Competence (RCC)*

The applicant must demonstrate that it has a commitment to the principles of RPL and RCC and that it has systems and procedures in place to recognise, assess and extend learning as required.

Criterion 8   Reporting

Those candidates registered with ServiceIQ as a trainee and employed under the terms of a training agreement who are awarded unit standards must have that achievement reported through ServiceIQ.

The applicant must be able to demonstrate that they have policies and procedures in place that ensure all credits earned by candidates having training agreements with the ServiceIQ are reported to NZQA.

The applicant must have policies and procedures that ensure that where a qualification has a pre-requisite qualification, the pre-requisite qualification is reported first to ServiceIQ.

APPENDIX A

<mark>**Criterion 3**   Staff Selection, Appraisal and Development</mark>

TOURISM SUB-FIELD

The applicant shall have policy and procedures in place to ensure that each teaching staff member has a combination of qualifications **and** work experience greater than the level of the unit standard being taught **or** possess skills and knowledge equivalent to the qualification and work experience requirements.

The following **general rules** will apply the to the qualification and work experience requirements:

1. An assessor will be required to have a relevant qualification at a higher level than the one they are assessing. Where a higher level qualification does not exist then the assessor must have a qualification at the same level as the one they are assessing.

2. Work experience requirements are determined by the level of the unit standard and/or qualification being taught. For example: a Level 2 qualification or unit standard will require a minimum of 2 years work experience in the relevant industry sector, a Level 3 qualification or unit standard will require a minimum of 3 years work experience in the relevant industry sector, a Level 4 qualification or unit standard will require a minimum of 4 years work experience in the relevant industry sector and a Level 5 - 7 qualification or unit standard will require a minimum of 5 years work experience in the relevant industry sector including a minimum of two years experience at supervisory or managerial level.

These general rules are to be read in conjunction with the tables below and will apply except in so far as they are inconsistent with the specific requirements as outlined in these tables.

Tourism subfield

DOMAIN	TUTOR REQUIREMENTS
Adventure Tourism	National Certificate in Adventure Tourism (Level 4) or NZIM/ATTTO Diploma in Tourism Management (Level 5), or National Diploma in Tourism, or Diploma or Degree in Tourism **and** The requisite number of years work experience in the adventure tourism industry as outlined in the 'general rule' above **or** Equivalent knowledge and skills
Tourism Conventions and Incentives	National Diploma in Tourism Conventions and Incentives (Level 5) or NZIM/ATTTO Diploma in Tourism Management (Level 5), or National Diploma in Tourism, or Diploma or Degree in Tourism **and** The requisite number of years work experience in the conventions and incentives industry as outlined in the 'general rule' above **or** Equivalent knowledge and skills

DOMAIN	TUTOR REQUIREMENTS
Visitor Services (Level 2 unit standards)	Any ATTTO/ServiceIQ National/New Zealand Certificate (either expiring or new) at Level 3 or above **or** National Diploma or Degree in Tourism or Languages or Geography **or**

	Two years' experience in the tourism or travel industries **or** Equivalent knowledge and skills
Visitor Services (Level 3 unit standards and above)	Any ATTTO/ServiceIQ National/New Zealand Certificate (either expiring or new) at a level higher than the level being assessed or NZIM/ATTTO National Diploma in Tourism Management Level 5, or National Diploma in Tourism, or Diploma or Degree in Tourism **and** The requisite number of years work experience in the tourism or travel industries as outlined in the 'general rule' above **or** Equivalent knowledge and skills

Visitor Information	National Certificate in Visitor Information Level 4 or NZIM/ATTTO Diploma in Tourism Management (Level 5), or National Diploma in Tourism, or Diploma or Degree in Tourism **and** The requisite number of years work experience in the tourism or travel industries as outlined in the 'general rule' above **or** Equivalent knowledge and skills

Travel (Level 3 unit standards)	Expiring ATITB/ATTTO Advanced Certificate of Competency Level 2 **or** expiring or new National Certificate in Travel Level 4 and The requisite number of years work experience in the travel industry as outlined in the 'general rule' above **or** Equivalent knowledge and skills
Travel (Level 4 unit standards and above)	An ATTTO or ATITB travel qualification at a level equivalent to or higher than the level being assessed **and** The requisite number of years work experience in the travel industry as outlined in the "general rule" above **or** Equivalent knowledge and skills

DOMAIN	TUTOR REQUIREMENTS
Visitor Interpretation	An ATTTO, sector relevant qualification (attraction guiding, excursion guiding or tour leadership), at a level equivalent to or higher than the level being assessed or NZIM/ATTTO Diploma in Tourism Management (Level 5), or National Diploma in Tourism, or Diploma or Degree in Tourism **and** The requisite number of years work experience in the relevant industry sector, as outlined in the 'general rule' above **or** Equivalent knowledge and skills Note: Assessors wishing to assess unit standards 18311, 18315-18317, 25350 must achieve credit for those unit standards they are assessing against or hold an overseas qualification equivalent.
Horse Trek Guiding	Assessors must have unit standard 17747 *Evaluate a horse trekking operation for compliance with the Horse Trekking Quality Tourism Standard* and a working knowledge of the current industry practices, which are stated in the *Horse Trekking Quality Tourism Standard*, published by the Adventure Tourism Council (June 2000) and any updates.
Casino Cashiering Casino Catering Casino Gaming Casino Security Casino Surveillance Plus any other casino domains which may be added from time to time.	Assessors must be able to satisfy the requirements of the Casino Certificate of Approval, as outlined in the Gambling Act 2003.
Cook Islands Tourism	Applications to deliver and assess unit standards within the Cook Islands Tourism domain will be dealt with on an individual basis. For further information please contact ATTTO.

SUBFIELD	TUTOR REQUIREMENTS
Museum Services	Minimum of four years work experience in a museum **And** A museum specific qualification at NQF level 4 or above or a related qualification at NQF level 4 or above (eg Bachelors degree in Arts, History or similar relating to area of assessment)