



Basic Training Programme Policy

1. Purpose

This document provides advice/guidelines for trainees attending the AvSec Technical Training Programme. It covers the Inductions, work experience and Basic Training Courses (BTCs) that are facilitated by the Technical Training Unit (TTU). It also describes the academic and non-academic performance expectations required for trainees to pass the BTC.

The AvSec BTC is learner focused and provides a combination of class-based learning, online and practical learning programmes in addition to workplace learning.

The blended learning approach consists of an initial 5-day Induction (usually at the local airport of employment) followed by operational work experience (approximately two shifts across a three-week timeframe), and a 16-day or 20-day BTC at either the Auckland or Christchurch Training Centre. The Inductions and BTCs are designed to produce a job-ready Aviation Security Officer (ASO).

1.1. Aviation Security Screener trainees attend the 16-day centralised BTC which incorporates all the training required for screening passengers.

1.2. Aviation Security Officer trainees attend the 20-day centralised BTC which incorporates all the training required for screening passengers and baggage and the required legislation training. ASOs receive a Warrant of Authority (WoA) when they are passed as competent at the end of the BTC.

2. Technical Training Programme

The Officer training programme consists of 10 weeks of training.

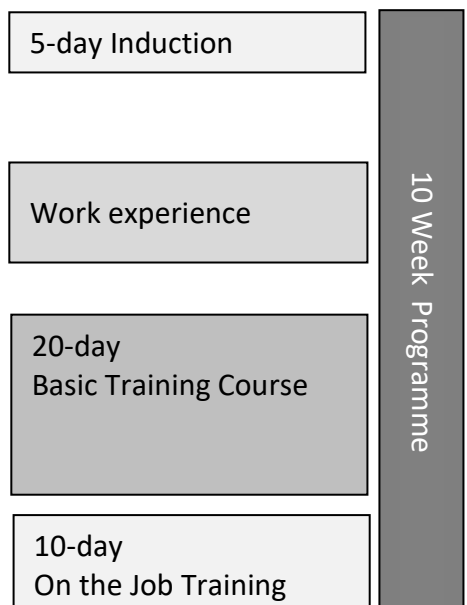
During the 5-day Induction Course (usually at the local airport of employment) trainees become aware of staff administrative requirements as well as customer service and the Load duty.

This is followed by operational work experience (usually 2 shifts/3 weeks) where trainees practise the Load duty and Computer Simulation X-Ray Screening.

The 16/20-day BTC at the Centralised Training Centre (CHC or AKL), enables a good working knowledge of statutory obligations and contributes to protecting the airport against unlawful interference and the safety and security of the general public and airport workers.

On-job-training post-BTC ensures participants can perform assigned duties and tasks competently.

The programme has been developed to enable ASOs, at the commencement of their careers, to acquire the necessary knowledge and skills at a satisfactory level, before conducting their role as an Aviation Security Officer.





If, after reading this policy document you have any questions or concerns please contact a member of the TTU team, listed below. More detailed information around course logistics will be explained to trainees during Day One of the BTC.

3. Contact Details

BTC Manager –	Hamish McLean:	027 571 3215	Auckland
L & D Coordinator –	Kerri McCrae:	027 570 4104	Auckland
L & D Coordinator –	Sharron Brown:	03 357 0320	Christchurch

4. BTC Information

For trainees attending a BTC from out-of-town, AvSec TTU organise and arrange flights, accommodation and food. Any specific conditions or requirements must be notified to the Auckland or Christchurch L&D Coordinator at least 20 days prior to attending a BTC.

4.1 Travel – If trainees are attending a BTC away from their home city then flights are arranged and paid for by AvSec. Trainees fly into Auckland or Christchurch the night prior to the start of the BTC and they fly home after 5.00pm on the last day of the BTC.

If exceptional personal circumstances are such that trainees wish to adjust travel details, including the use of private vehicles, they must discuss this and have approval from the BTC manager at least 20 days prior to attending a BTC.

NB: There is no guarantee of approval. Individuals will be responsible for any costs associated with travel changes.

4.2 Accommodation – Accommodation is booked for out-of-town trainees. It is compulsory that out-of-town trainees stay at the specified accommodation provided by Avsec and only approved BTC trainees are permitted to stay in the Avsec provided accommodation. In most cases, accommodation is shared with one or two other trainees (same gender in a room.) Trainees are to respect sharing an apartment with another trainee(s), as well as neighbours in the apartment complex.

4.3 Food – Out-of-town trainees are provided with a Countdown groceries-only card to buy food for breakfasts, lunch, dinner and snacks. Only food can be purchased on this card. No alcohol, cigarettes, toiletries, or other personal expenditure is permitted.

All receipts and details must be retained for auditing purposes and handed back to the L & D Coordinator at the end of the BTC, to account for all spending.

During classroom sessions, lunch, morning and afternoon tea will be provided for all trainees. Dietary requirements must be advised to the L&D Coordinator 20 days prior to attending the BTC. We will do our best to accommodate requests. During operational days trainees are to provide their own food. Out-of-town trainees can use the issued Countdown cards to buy lunch for these days.

4.4 Transport – Out-of-town trainees will have access to an AvSec training vehicle or a rental vehicle to get to the training centre, accommodation, supermarket and airport for the 20-days of the BTC. This vehicle cannot be used for personal use and excursions.



During weekends, only trips to the supermarket or a local restaurant are permitted. We will ask for trainees to volunteer to be drivers of the transport vehicle. Drivers must be over 25 years of age and have a valid NZ Driver's Licence. Prior to the start of the BTC we will provide rules and details about being a driver or a passenger in an AvSec or rental vehicle.

4.5 Weekends – Out-of-town trainees have accommodation and food costs paid for the 27 days away from home. If trainees prefer to travel home (or elsewhere) at the weekend, then each trainee is responsible for all associated costs. If trainees wish to travel during weekends, under no circumstances are they to miss any scheduled sessions of the BTC. Travel arrangements must be made after 5pm on Friday and trainees are to return by Sunday evening. The TTU must be notified if trainees will not be in the city of the BTC for the weekend.

4.6 Course Hours – For class-based training days on the BTC, the hours are generally 0800hrs to 1630hrs. On BTC days that incorporate practical training in the AvSec airport operation, depending on the flight scheduling, the start times may range between 0400hrs and 1230hrs and finish times from 1230hrs to 2100hrs. At the commencement of the BTC participants will be provided with a BTC schedule for each day of the BTC.

4.7 National Certificate Airport Operations (Strand Aviation Security) – It is mandatory for all AvSec ASOs on the BTC to register for the National Certificate Airport Operations (strand Aviation Security). This is a Level 4 qualification on the NZQA framework. Completing the NZQA unit standards associated with the AvSec BTC and the AvSec on-job-training programme will provide ASOs with 84 NZQA credits. Along with 12 months' of AvSec operational work experience ASOs will be eligible for award of this national certificate.

4.8. Learning Expectations

By the end of the Basic Training Course, it is expected that trainees will...

- i) Understand the role of an Aviation Security Officer and our organisational structure
- ii) Have an awareness of threats to civil aviation
- iii) Possess a good working knowledge of their statutory obligations to assist in protecting the airport against acts of unlawful interference
- iv) Contribute to the safety and security of the airport environment, air travellers, public, and airport workers
- v) Understand where we fit into the global picture in respect of our obligations to the International Civil Aviation Organisation (ICAO)
- vi) Have been assessed and passed as competent in core practical screening competencies (except for X-ray Screening which requires further on-job-training post-BTC)
- vii) Have achieved Level 6 on X-ray Cabin Baggage Tutor (XRT)



4.8.1 To maximise learning opportunities, trainees will need to be active and fully participate during training. A trainee must discuss any specific learning requirements, (e.g. learning disability, visual impairment, temporary physical disability, etc) with the Director of Training and/or Principal Advisor prior to the commencement of the BTC. It is expected that trainees will be punctual, respectful, and prepared for training every day.

Trainees need to clearly understand that they have a conditional offer of employment. For this conditional offer to be confirmed, trainees need to:

- a) Demonstrate proficiency by obtaining a minimum 80% pass mark in the required knowledge assessments on the BTC and
- b) Demonstrate practical proficiency to AvSec's required standards, in the assigned duties

4.8.2 Failure within the training environment could result in termination of employment on the basis that the trainee does not meet the minimum standards required of an ASO.

4.9 Attendance

4.9.1 Daily attendance during the BTC is essential. Interactions with facilitators and fellow trainees are central to learning. Excessive classroom absences, whether explained or unexplained, compromise the goal of learning and development and the trainee's chances of graduation.

4.9.2 Unexplained absences do not adhere to the CAA/AvSec Code of Conduct and the Technical TTU behavioural expectations and will be dealt with accordingly. This could include, at an extreme, removal from and subsequent failure of the BTC.

4.9.3 Where a trainee is absent for any part of the course, onus is placed on the trainee to obtain relevant notes from the modules missed, including any assignments.

4.9.4 If a trainee is absent due to illness, they will be required to provide a medical certificate as per the terms of their contract.

4.9.5 If a trainee is absent for more than two days during the BTC, they will be deferred to a future course. If this occurs again, they will **not** be offered another deferment, and this may affect their continued employment at AvSec.

5. Qualifications and Assessments

5.1 Qualifications shall be awarded to trainees who complete the appropriate assessment process to a satisfactory level, and who meet the eligibility criteria. *(Refer to BTC guidelines - Graduation requirements)*

5.2 Graduation Requirements and Qualifications

Failure to meet one or more of these requirements (i.e. Academic, X-Ray Screening, eLearning, X-Ray Tutor, and Behavioural) will result in the trainee failing to graduate the BTC. Failing to graduate the BTC



will result in termination of employment, as stipulated under the terms of employment. A trainee who fails to meet graduation requirements **may** be offered a deferment.

6. Academic

6.1 The TTU aligns itself with New Zealand Qualifications Authority (NZQA) and awards successful candidates with the Level 4 certificate in *Airport Operations – STRAND: Aviation Security*. Credits for unit standard completion are assigned for ASO and ASO Screener work functions within AvSec.

6.2 A Warrant of Authority (WoA) is conferred under the Civil Aviation Act 1990 and is awarded to Aviation Security Officers upon successful graduation of the BTC.

6.3 Written assessment grading system (including eLearning) has a pass level of **80%** and above

6.4 X-Ray Screening assessments have a pass level of **70%** and above

6.5 Trainees are required to consistently demonstrate the practical competencies required throughout the course.

6.6 Practical competency assessment grading system is a **pass or fail**.

6.7 Training Advisors who facilitate the BTC provide written assessments for BTC trainees to determine the acquisition of skills and knowledge learned from the BTC. They also assess competency via practical demonstrations. Trainees who do not meet the minimum requirements of an assessment will be offered a resit.

6.8 Written examinations are utilised by the AvSec Technical Training Unit (TTU) to ascertain if trainees have learned the required skills and knowledge and can apply them effectively to their roles. Each written assessment has a time limit that is specified on the top of the assessment document.

6.9 Failure to pass a **resit** assessment **will** result in a 'Fail' (F) grade being awarded for that assessment. AvSec requires trainees to pass **all** assessments. Any trainee who fails a resit and gains a Fail grade will be removed from the course and will **not** graduate from the BTC.

6.10 A trainee who does not meet the pass requirements of an assessment will be offered a resit/second attempt (except the final x-ray screening assessment mentioned above). Resitting trainees will be reassessed using the same method as the initial attempt (e.g. version 'B' of a written exam, practical retest 24 hours after first failure). Where a resit by the same method of assessment is not practical, an alternative method of reassessment may be set. The alternative method must:

- a) Allow trainees to demonstrate achievement of the learning outcomes to the same extent as the original assessment **and**
- b) Be approved by the Director of Training and the relevant Station Manager



6.11 Where the resit results in a failed outcome, the BTC facilitator will judge the assessment as a Fail and the trainee will be unable to continue the BTC and will be removed from it. The trainee may be offered, but is not entitled to any additional tutorials, or teaching sessions. The trainee may be eligible

for graduation deferment. This will be at the discretion of the Director of Training in consultation with the relevant Station Manager.

6.12 If a trainee fails two or more assessment first attempts, and subsequently passes the resits, the facilitator may consider it necessary to revisit all aspects of performance (including academic performance and/or behaviour expected of an ASO) to determine if the trainee should continue and/or graduate from the BTC. The outcome of this judgement may result in the trainee continuing with the BTC, graduation deferment, or even failure to graduate.

6.13 Failure to graduate could result in both termination of training, and/or termination of provisional appointment.

7. Certificates

7.1 An AvSec Basic Training Course certificate shall be granted and issued following successful completion and graduation of the AvSec Basic Training Course in accordance with procedures established by AvSec.

7.2 As outlined in section 4.7, upon successful completion of the BTC - the formal on-job-training programme and completion of 12 months' AvSec operational work experience, AvSec Officers registered for the National Certificate in Airport Operations (Strand Aviation Security) will be awarded this Level 4 qualification and issued the certificate from the ITO ServiceIQ.

8. X-Ray Tutor (XRT)

Upon commencement in formalised training at AvSec, trainees are enrolled in X-Ray Cabin Baggage Tutor (XRT). Trainees are required to be at a minimum of XRT level 4 before attending their BTC. Trainees are required to have attained a minimum of XRT level 6 by the end of their BTC.

9. X-Ray Screening

9.1 This assessment is used to determine X-Ray Screening skills and abilities. All trainees will be subject to two X-Ray Screening assessments. The first assessment will occur on day six of the BTC. This is a formative assessment where BTC facilitators will use the results to help identify gaps in a trainee's learning.

9.2 The final X-Ray Screening assessment will occur on day 19 of the BTC. Trainees must pass this assessment. There will be no resits. In the event the BTC facilitator deems the assessment a "fail", the trainee will be stood down and removed from the BTC immediately, pending a formal assessment review by AvSec Training management. Should the review result in an unfavourable outcome, the trainee will not graduate from the BTC, which could result in termination of provisional appointment.

10. Discipline Statute

10.1 At all times, trainees are required to demonstrate and adhere to AvSec's core values, and the standards set out in the CAA/AvSec Code of Conduct. This Code of Conduct provides the minimum



standards of integrity and conduct that applies to all employees, including out-of-hours behaviour. If a trainee is seen not to meet these expectations and if the adverse behaviour or performance issues continue, employment relations processes within the provisions of AvSec policies and legislation may be initiated.

10.2 Trainees must not behave in a way that may impact on the integrity or reputation of the Authority, or that may bring the Authority/AvSec into disrepute.

10.3 Training Advisors and AvSec management have the authority to ask a trainee to leave the classroom or other training environment due to behaviour that breaches the CAA/AvSec Code of Conduct.

10.4 Should behaviour that breaches the CAA /AvSec Code of Conduct occur, the BTC lead facilitator will discuss the incident with the trainee and where appropriate, discuss counselling and/or other solutions, then file a Disruptive Incident Report with the Director of Training and the individual's Station Manager within 24 hours of the incident. This report will be placed on the trainee's personal record of employment.

10.5 A serious breach of the CAA /AvSec Code of Conduct could result in both termination of training, and/or termination of provisional appointment. *(Please refer to CAA/AvSec Code of Conduct for more information)*

10.6 Any breach of the BTC policy and/or CAA / AvSec Code of Conduct may be subject to disciplinary procedures as outlined in AvSec policies (e.g. Resolving Conduct and Performance Issues Policy and Guidelines).

11. Dishonesty

11.1 A trainee may be in breach of the TTU policy if, during study, a trainee:

- 11.1.1 Copies from, or inappropriately communicates with another person during an assessment
- 11.1.2 Is found in possession of any unauthorised equipment or material
- 11.1.3 Plagiarises the work of another person without indicating that the work is not their own
- 11.1.4 Collaborates with others in the preparation of material, except where this has been approved as an assessment requirement
- 11.1.5 Re-submits previously submitted work without prior approval of the examination board

12. Reconsideration of Assessment Grade / Appeal

A trainee may appeal an awarded grade and request that a review be carried out.

12.1 A trainee who believes that an assessment (e.g. written, practical, X-Ray Screening, CBT) has been incorrectly graded shall have that assessment grade reconsidered upon written request to the lead facilitator.

12.2 The grade reconsideration written request must be done within 24 hours of a trainee receiving the grade.

12.3 A reconsidered grade result may be unchanged, raised or lowered following any such appeal.



- 12.4 If a trainee is not satisfied with a reconsidered grade, they may request the Principal Advisor to review the result, and/or assessment and/or marking schedule.
- 12.5 Review requests to the Principal Advisor must be done within 24 hours of the reconsidered grade being received.
- 12.6 The outcome of the final review is not subject to additional reconsideration / appeal.

13. Graduation Deferment

- 13.1 A trainee is eligible for graduation deferment if they have been prevented from demonstrating their knowledge and/or skills during the course due to unforeseen circumstances, or circumstances beyond their control.
- 13.2 An ASO Screener deferred from graduating the BTC will perform Load duties only until such time that they meet or fail to meet their deferment conditions.
- 13.3 If the deferment conditions are met the trainee will graduate as an ASO Screener.
- 13.4 If the deferment conditions are **not** met, the trainee's contract with AvSec will be terminated.
- 13.5 An ASO deferred from graduating the BTC will perform Screening functions only (will **not** be awarded a Warrant of Authority) until such time they meet or fail to meet their deferment conditions.
- 13.6 If the deferment conditions are met the trainee will graduate as an ASO.
- 13.7 If the deferment conditions are **not** met, the ASO **may** be offered a position as an ASO Screener or have their employment contract with AvSec terminated at the discretion of AvSec.

Graduation Deferment Examples:

- 13.8 Due to limited rostered time on CBT, the trainee started BTC on a level lower than 2.
- 13.9 The trainee has diagnosed learning difficulties.
- 13.10 AvSec management staff believe the trainee is unable to perform their duties to an acceptable standard, but it is believed the trainee may meet these standards after on-job-training support in the operation.

Conditions of Deferment:

- 13.11 If requested, a trainee must provide proof of circumstances that they believe warrant graduation deferment, at the time of requested deferment. Any graduation deferment will be at the discretion of the Director of Training and/or Principal Advisor.

14. Discipline Reconsideration and Appeal

- 14.1 Trainees are required to consistently demonstrate the Authority values and adhere to CAA/AvSec Code of Conduct. Failure to do so will be a consideration as to whether the trainee graduates or not.



- 14.2 A trainee may request a review of a TTU discipline decision.
- 14.3 A reconsideration request must be submitted in writing to the lead facilitator within three days of the TTU decision communicated to the trainee.
- 14.4 A disciplinary reconsideration decision will be communicated to the trainee by the lead facilitator.
- 14.5 A trainee may appeal against the outcome of a reconsideration.
- 14.6 An appeal must be made in writing to the Director of Training and/or Principal Advisor within three days of the reconsidered disciplinary decision.
- 14.7 The appeal may result in the discipline action changed or unchanged following any such appeal consideration.
- 14.8 The outcome of an appeal will be provided in writing to the trainee.

15. Complaints' Procedures

A trainee who is dissatisfied with any aspect of the service being given, either by academic staff, administrative staff or any other of the TTUs service providers, is advised to refer to the 'complaints against staff' document.

(This document can be obtained by speaking with any TTU staff member).

16. Course Development & Improvement

A critical component of the BTC is the ongoing development and improvement of course outcomes.

Opportunities to evaluate trainee learning, facilitator development and AvSec operational partnership-related outcomes is an essential aspect for course improvement.

16.1 Trainee Evaluations

At the end of the BTC, each trainee is asked to anonymously volunteer feedback for course improvement. Questions are focused on all aspects of the course. These surveys occur through an online distribution/submission system, are collated by the L & D Coordinator and results presented in a 6-monthly report to the Principal Advisor for Programme Development and Delivery (PAPDD).

Any areas of concern are identified immediately, and actions taken where appropriate.

A sample of ASOs is also asked to complete a 6-month post-BTC survey. Questions are focused on ASO preparedness for their operational duties after completing the BTC.

16.2 End of Course Report

The lead facilitator (Training Advisor) of each BTC is required to complete the End-of-Course Reports.

Facilitators report on the effectiveness of administration, student expectations and development, facility and training material, and provide summary feedback and recommendations for course development. This report is submitted to the Director of Training and PAPDD.



16.3 Trainee Report

Ongoing evaluation of individual trainee behaviour and academic performance is documented throughout the BTC by the facilitators. The Station Manager, Operations Manager and respective Team Leader are advised by PAPDD of individual trainee behavioural or academic issues which arise during the course and are of concern.

At the completion of each BTC, the Principal Advisor will send the InfoHub folder link of the above-mentioned documentation to the Station Manager of the respective trainees.

16.4 Training Advisors

A key role of the Training Advisors (TA) is to inform and advise operations about changes and developments with training, the BTCs and trainee progress. TAs are the link between the AvSec TTU and operations and maintain regular communication with Operation Managers and Team Leaders.

Glossary of Terms

Assessor: The person or persons designated as the facilitator or trainer, and who makes the decision about the marks or grades for an assessment.

Assessment: Grade based on the assessment criteria. Assessed against the standard of performance required to pass an assessment task and to receive a level of competency (it may include, but is not limited to: assignments, practical demonstrations, tutorials, written or oral tests, performance measures or attendance requirements).

Coursework: The specific content pertinent to the BTC and documented in the course outline.

Deferment: Extra time given to a trainee to complete the graduation criteria post-BTC, with the sole purpose of enabling the trainee to achieve the desired level of competency.

Examination: The portion of the assessment for a paper that a trainee undertakes under formally supervised conditions, at a time and place notified by the facilitator.

Facilitator: The person responsible for leading the learning within a module or course of work and associated discussion(s).

Fail: A Fail ("F") grade may be awarded at the discretion of the facilitator, in discussion with the Principal Advisor or delegated authority where the trainee has failed to:

- a) Meet the standard(s) in written assessments and/or practical demonstrations
- b) Meet level 6 in X-Ray CBT screening
- c) Meet behavioural expectations

Graduation: Verification that a trainee has completed a course of study with confirmation of completion of the BTC requirements at a formal graduation ceremony.

Learning Module: A small group learning environment in which active participation is expected.

Learning Outcome: A learning outcome refers to the knowledge, skill and competencies that a trainee will be expected to achieve at the end of a module or course programme.



Misconduct: Behaviour that breaches the TTU BTC policy and/or AvSec Code of Conduct and may be subject to disciplinary procedures.

Trainee: An Aviation Security Officer (Screener) and/or Aviation Security Officer new to AvSec involved in learning either as part of a module of learning or course of study within the TTU.

Plagiarism: Is academic misconduct by presenting as one's own work the work of another, including but not limited to the copying or paraphrasing of another person's work in an assessment without acknowledging it as the other person's work through full and accurate referencing. Plagiarism applies to assessment presented through written, oral, electronic, broadcasting, visual, performance or any other medium. Instances of plagiarism will be reported to the Director of Training and/or Principal Advisor and may result in a finding of misconduct.