



# LEADERSHIP IN AVIATION

*Be a leader in aviation*

NZQA approved micro-credential in leadership in aviation. Gain valuable skills and knowledge to implement effective and supportive leadership in a team setting and in the workplace as whole.

**Kia ora nau mai,  
Fakaalofa atu,  
Talofa lava,  
Malo e lelei,  
Ni sa bula,  
Welcome.**

Aviation is one of the most regulated industries in the world. To resume operations safely, airlines and ground handling agents must comply with legal requirements and provide recurrent training to ensure the competence of employees.

JNP Aviation Training (JNPAT) aviation tertiary provider, is offering this NZQA approved micro-credential - a package of specific skills and knowledge in supportive leadership in aviation and in the workplace. The aim of this micro-credential is to give those employed in all areas of ground operations across New Zealand the opportunity to gain skills in leadership in aviation and in the workplace as whole.

**LEADERSHIP IN AVIATION is also stacked towards the following:**

- New Zealand Certificate in Ground Operations, Ramp Handling (Level 3)
- New Zealand Certificate in Business (Introduction to Team Leadership) (Level 3)

We invite you to join JNP Aviation Training and Air New Zealand to continue to upskill in your career in aviation. This industry offers so many unique career paths for you to pursue. We guarantee your experience will be both challenging and enjoyable.



**JOSH PAYNE**  
CEO JNPAT

[www.jnpat.ac.nz](http://www.jnpat.ac.nz)



## **SAFETY & SECURITY IN AVIATION**

As a leader in aviation ground operations, it is essential for you to know and apply the very important safety and security rules in aviation. You will learn how to best demonstrate to your own team the need for Protective Personal Equipment (PPE) out on the apron and the rules in place that keep staff and passengers safe and secure when at the airport.

## **CULTURAL DIVERSITY IN THE WORKPLACE**

A supportive and successful leader leads by example. You will identify a kitset of contributions and challenges arising from cultural diversity in the workplace and learn various strategies which support positive working relationships in the aviation environment.

## **TEAM LEADERSHIP**

In the aviation business, skills and knowledge are often taught and learnt on the job. Leadership is difficult to learn 'on the run'. You will have the time with an experienced leader and facilitator to share your own experiences and gain a robust kitset of knowledge around teams and team leadership in ground operations.

## **PROBLEM-SOLVING & EFFECTIVE COMMUNICATION IN AVIATION**

As a leader it is important to know various problem-solving methods to assist your team in the workplace. You will learn to apply appropriate problem-solving methods to real-life problems in ground operations. You will learn to effectively communicate in a team and lead your workmates towards achieving a work-related objective in aviation ground operations.

## **EFFECTIVE COMPLAINTS HANDLING**

It is a leader's responsibility to respond confidently and effectively to any complaints that occur in the workplace. You will demonstrate knowledge of your own reactions to oral complaints and effectively respond to oral complaints in one-to-one situations in aviation ground operations.



## MICRO-CREDENTIAL COMPONENTS Unit standards

LEARNING OBJECTIVE	UNIT STANDARD	OUTCOMES	CREDITS
To apply health, safety and security rules relevant to a lead role in aviation ground operations	27927 v1 Apply health, safety, and security practices to service delivery operations Level 3	<b>Outcome 1:</b> Demonstrate knowledge of health and safety practices relevant to a work role in ground operations in the aviation industry <b>Outcome 2:</b> Apply health and safety practices relevant to a work role in ground operations in the aviation industry <b>Outcome 3:</b> Apply security practices in an organisation that provides ground operations in the aviation industry	5
Demonstrate knowledge of diversity in aviation ground operations to enable supportive leadership	377 v8 Demonstrate knowledge of diversity in workplaces Level 2	<b>Outcome 1:</b> Demonstrate knowledge of diversity in workplaces	2
Demonstrate knowledge of teams and team leadership in an aviation ground operation setting	27563 v3 Demonstrate knowledge of teams and team leadership in an organisation Level 3	<b>Outcome 1:</b> Demonstrate knowledge of teams in an organisation <b>Outcome 2:</b> Demonstrate knowledge of team leadership in an organisation	4
Communicate effectively as a team leader in aviation industry	9681 v7 Contribute within a team or group which has an objective Level 3	<b>Outcome 1:</b> Contribute within a team or group which has an objective	3
Apply problem solving methods to real aviation ground operation scenarios to enable effective leadership	7123 v7 Apply a problem-solving method. Level 2	<b>Outcome 1:</b> Apply a problem-solving method	3
Respond to oral complaints in one to-one situations and in a leadership role in aviation.	7126 v6 Respond to oral complaints Level 3	<b>Outcome 1:</b> Demonstrate knowledge of own reactions to oral complaints <b>Outcome 2:</b> Respond to oral complaints in one-to-one situations	2



## SUMMARY ‘LEADERSHIP IN AVIATION’

### NZQA APPROVED MICRO-CREDENTIAL

#### ENTRY REQUIREMENTS

There are no formal entry requirements however, upon expression of interest ([www.jnpat.ac.nz](http://www.jnpat.ac.nz)) you will be asked to do an informal interview with JNPAT to discuss and decide together if it is the right micro-credential for you.

#### DELIVERY STRUCTURE

20 weeks (commencing at times to suit industry groups and facilitators)

11 days onsite at JNPAT

- 1d (approx. 7 hours)/fortnight face to face JNPAT
- 1d/week (5 hours) self-directed learning – moodle LMS and JNPAT resources

19 credits

#### LEARNING HOURS

Total face to face (blended learning) hours (11, 7-hour days across 20 weeks) Note: one extra day near end of Micro-credential will be timetabled to = 11 days total

77 hours

1 day /fortnight of face to face learning

Tutor-directed independent study hours (approx. 5 hr/week) workbook reading and moodle activities

100 (expected 5 hours/week learning x 20 weeks)

Assessment (hours) Practical onsite assessment and theory

13

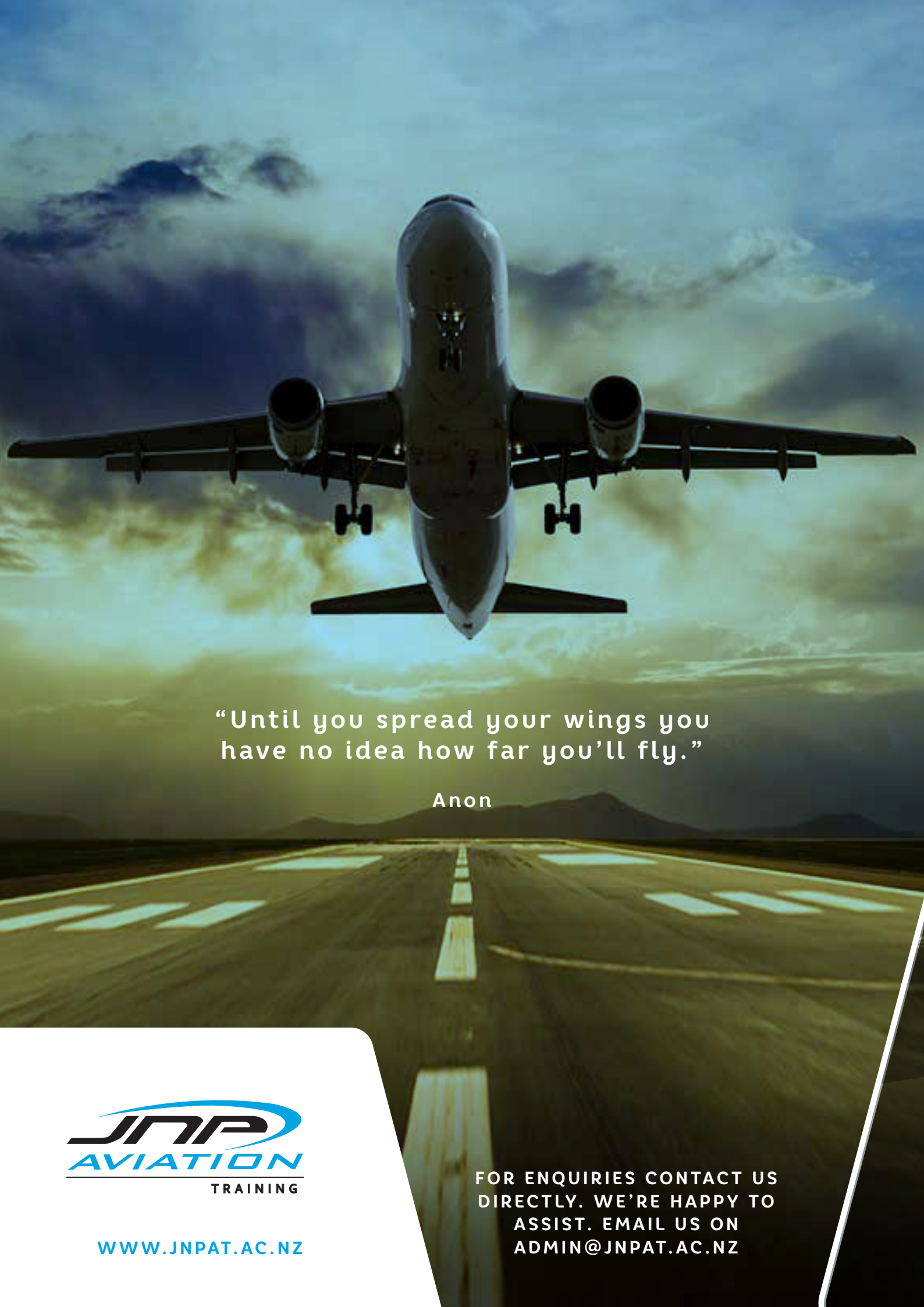
**Total learning hours**

**190**

## SUMMARY MICRO-CREDENTIAL STRUCTURE

Each 19 credit micro-credential is taught across a total of 20 weeks (including 11 full days face to face). Intakes commence with the coordination of industry and JNPAT.

All onsite PPE, delivery resources, workbooks (including LMS content) and assessment material will be provided by JNPAT and issued to learners at the JNPAT Induction. Time has been left between each intake to allow for learner catch ups or additional assistance, credit reporting, all administration, teaching preparation and academic and stakeholder meetings. It is preferable that learners BYD (bring your own device), however there are desktop computers available at the JNPAT classrooms.



“Until you spread your wings you  
have no idea how far you’ll fly.”

Anon



[WWW.JNPAT.AC.NZ](http://WWW.JNPAT.AC.NZ)

FOR ENQUIRIES CONTACT US  
DIRECTLY. WE’RE HAPPY TO  
ASSIST. EMAIL US ON  
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