



## Position Description

Title	Training Quality Manager
AIL	
Locations:	Christchurch
Reports to:	Head of Air Traffic Services (ATS) Training
Direct Reports:	N/A
Indirect Reports:	N/A
Date:	November 2025

### Overview

Airways International Ltd (AIL) is the commercial arm of Airways New Zealand – providing air traffic services training, simulation and selection solutions, uncrewed traffic management, aeronautical information management, flight procedures and aviation consultancy services to the global aviation industry.

As pioneers and market leaders, we partner with some of the best in the industry to develop and deliver world-leading products and services. To learn more about our people and organisational structure, check out [www.airwaysinternational.com](http://www.airwaysinternational.com)

### Purpose of the Business Unit

Airways Training is a registered Private Training Provider (PTE), and NZQA accredited training academy that provides world class aviation training to ANSPs world-wide, including New Zealand.

Our highly skilled and experienced instructors, cutting-edge training and simulation technologies, and are recognised internationally. Training services include ab initio training, professional develop training to existing Air Traffic Controllers, Aviation English training, and consultancy services.

### Purpose of the Position

You will be part of the ATS Training team, helping the Training business to thrive. This position is working directly with the Head of ATS Training to support the development, implementation and administration of academic and quality assurance procedures across the Training team across all campuses. You will be responsible for the ongoing development and improvement of academic quality and will be responsible for document development and control, administration and record keeping for quality assurance and academic processes and



organisation of related events. You will be the document specialist, assisting with compliance and audits and lead the report writing for the team.

## General

Your general duties include those outlined in this position description and may be reviewed and updated from time to time in consultation with you. You will also be required to undertake any other duties that are within your ability to perform, if asked to do so.

Key Areas of Accountability	
Academic Quality Systems	<ul style="list-style-type: none"><li>▶ Lead and manage quality assurance systems, ensuring compliance with regulations, and enhancing teaching and learning practices.</li><li>▶ Provide guidance, support, and training to instructional and support staff on quality-related practices, such as consistent evaluation, assessment, and moderation.</li><li>▶ Contribute to the development of new programmes, curriculum, and teaching and learning practices that align with the AIL's strategic direction.</li><li>▶ Provide educational expertise to increase effectiveness and efficiency of ATS training outcomes through analysis of training data, and identification and resolution of training deficiencies.</li><li>▶ Use data and evaluation to inform decision-making and provide recommendations to stakeholders to ensure quality processes are evidence-led.</li></ul>
Curriculum Development and Design	<ul style="list-style-type: none"><li>▶ Provide support to staff through the review and development of new courses.</li><li>▶ Support course/programme/curriculum innovation and design.</li><li>▶ Contribute to the development and implementation of cost-effective distance / e- learning solutions that provide flexible learning options for trainees.</li><li>▶ Research and monitor internal and external training standards to ensure Airways training methodologies are aligned with current international best practice.</li></ul>
Compliance	<ul style="list-style-type: none"><li>▶ Support the creation and maintenance of manuals containing training policies, procedures, and regulations, and provide guidance and templates for staff.</li><li>▶ Oversee quality management systems and ensure all teaching and learning activities comply with relevant legislation and regulatory requirements (e.g., Student Management System, CAA, NZQA, TEC, MOE).</li></ul>



	<ul style="list-style-type: none"> <li>▶ Ensure compliance with the ensure compliance with the Education (Pastoral Care of Tertiary and International Learners) Code of Practice.</li> <li>▶ Plan, facilitate, and monitor the quality assurance of AIL's educational programmes, which include: <ul style="list-style-type: none"> <li>○ moderation</li> <li>○ record keeping</li> <li>○ internal audits and self-assessment</li> <li>○ stakeholder surveys and feedback assessment, and</li> <li>○ external audit practices.</li> </ul> </li> <li>▶ Collect and evaluate training key performance indicators and benchmarking data for management reporting requirements.</li> </ul>
Recruitment and Selection	<ul style="list-style-type: none"> <li>▶ Provide support to staff and contractors using the AIL Tools to select new domestic ab initio ATS students.</li> <li>▶ Review and develop the processes and documentation for the selection process.</li> </ul>
Self-Development	<ul style="list-style-type: none"> <li>▶ Monitors own performance and seeks development opportunities to improve performance.</li> <li>▶ Implements agreed development plans within agreed timeframes.</li> </ul>
Health & Safety	<ul style="list-style-type: none"> <li>▶ Responsible for proactively demonstrating Airways Safety value - it's at the heart of everything we do.</li> <li>▶ Responsible for operating role in a safe manner and striving for continuous improvement in health &amp; safety throughout the business.</li> <li>▶ Responsible for ensuring Airways/AIL security is maintained at all times.</li> <li>▶ Accountable for proactively raising health or safety issues in line with Airways safety management systems and participating in position related health &amp; safety training.</li> </ul>
Travel Requirement	<ul style="list-style-type: none"> <li>▶ Work may be required in other locations within NZ/internationally to perform the duties of the role.</li> </ul>
Budget	<ul style="list-style-type: none"> <li>▶ Responsible for managing an <u>opex</u> budget of \$NIL.</li> </ul>
Financial Delegation	<ul style="list-style-type: none"> <li>▶ Delegated financial authority for <u>capex business cases</u> \$NIL.</li> <li>▶ Delegated financial authority for <u>transactional expenditure</u> of \$NIL.</li> </ul>
Contractual Delegation	<ul style="list-style-type: none"> <li>▶ Signing Authority to a limit of \$NIL.</li> <li>▶ Please refer to <a href="#">Delegated Financial Authority Policy</a> for further information.</li> </ul>



Legislative Owner	▶ NIL
Safety Sensitive	▶ NO.

Key Relationships / Customers	Nature of Relationship
<b>Internal</b>	
Head of ATS Training	Manager, reports to
ATC Instructors	Work collaboratively with to deliver key projects
CEO Airways Training, and Airways New Zealand senior training roles	Key internal customers
Students	Work with and support
AIL and Airways staff	Colleagues.
<b>External</b>	
NZQA, Ministry of Education, TEC	Comply with and deliver services to
ICAO, CAA / NZQA	Input to and audit of AIL compliance with regulatory and educational authorities.

Formal Qualifications / Training / Experience	Required	Desirable
Relevant Tertiary degree or equivalent experience.	✓	
Understanding of New Zealand's quality assurance frameworks and regulatory environment in vocational tertiary education.	✓	
General knowledge of aviation education and training.		✓
Current knowledge of eLearning methodologies.		✓

Key Competencies / Skills / Knowledge	Required	Desirable
The ability to align quality initiatives with the AIL's strategic goals.	✓	
Meticulousness in checking processes and outputs for accuracy and completeness.	✓	



Working constructively with various stakeholders, including staff, managers, and government agencies.	✓	
Strong time and self-management to meet objectives and deadlines.	✓	
Proactively developing solutions and identifying opportunities for continuous improvement.	✓	
Culturally sensitive, considerate and confident when dealing with others.	✓	
<b>Our Values</b> - Demonstrates the Airways/AIL Values consistently and naturally, showing a personal commitment to value Safety, One Airways, Excellence and Success; consistently exhibits behaviours that inspire understanding of and commitment to these values.	✓	
<b>Accountable:</b> Owns decisions and is accountable; consults with people; accesses information and analyses facts from a broad viewpoint; balances the needs of stakeholder triangle; has confidence in decisions; identifies core principles, and applies them consistently to decisions.	✓	
<b>Communication</b> - Communicates openly and honestly, explaining reasons in a prompt and timely way that people understand and find relevant to their position; is clear and concise, seeking to be understood; anticipates needs of audience and adapts style and communication methods using face to face for difficult issues; listens and seeks to understand others points of view, understands body language; is relentless on what is important, demonstrating enthusiasm and conviction.	✓	
<b>Customer &amp; Partnership Focused</b> - Builds long-term, strategic and sustainable relationships with customers/partners; understands the customer's business and requirements; manages expectations and builds respect rather than seeking to be liked; measures performance against customer-based targets; delivers on promises to customers and personally commits to resolving customer issues; inspires a customer-centric approach across Airways.	✓	
<b>Planned &amp; Organised</b> - Develops realistic plans to ensure deadlines are met; ensures all resources available to implement the plan; continually reprioritises as new work comes in, based on criteria and information from the customer; works on a number of jobs simultaneously without any dropping off.	✓	
<b>Quality Focused</b> - Thoroughly checks own work against standards, designs or specifications; tests in detail all functionality before releasing systems; uses knowledge of	✓	



the whole system to test all potential impacts and to verify final outcome; designs or uses tests which check changes made.

Key Behaviours – Leading Self			Required
Put Our People First	Lead and Engage Authentically	<p><b>Coaches and develops others:</b> Helps others in day-to-day tasks and promotes a One Airways approach by sharing knowledge with others</p> <p><b>Fosters trust, safety, and inclusion:</b> Treats others with respect and values diverse perspectives</p> <p><b>Celebrates the success and achievements of others:</b> Congratulates peers on their success</p>	✓
Serve all Airspace users	Safety Focused Thinking	<p><b>Operates with a safety-led mindset:</b> Takes personal accountability for the safety of themselves and those around them, and proposes new ideas to improve safety</p> <p><b>Applies a customer-centric lens:</b> Understands the needs of relevant customers and stakeholders</p>	✓
Unlock Future Growth	Innovation & Results Driven	<p><b>Focuses on growth, financial performance, and drives innovation:</b> Focuses on growth and financial impacts and looks for innovative solutions</p> <p><b>Considers future needs when making decisions:</b> Understands future objectives and needs</p> <p><b>Strives for excellence in performance:</b> Completes day to day tasks at a high quality</p>	✓
Support Sustainable Aviation	Sustainability Champion	<p><b>Promotes sustainability and champions sustainable practices:</b> Champions Airways commitment to sustainability</p> <p><b>Embeds and improves sustainable practices:</b> Adopts sustainable practices and proposes ideas for incorporating sustainability into existing processes</p>	✓

## Our values underpin everything we do



### We are **safe**

Safety is at the forefront of everything we do. We are committed to the safety of our people, operations and the communities we serve.



### We strive for **excellence**

We deliver our best work each and every day, and look for ways to continue to improve what we do



### We are **One Airways**

We all have our own areas of expertise and by working together, collaborating and sharing knowledge, we achieve our aspiration



### We celebrate **success**

We recognise our people's achievements, big and small, and celebrate our successes