

Whāinga - Aim

The aim of this plan is to give providers, including schools, information and relevant details about the Ringa Hora National External Quality Assurance and Moderation Plan for 2022.

Hoaketanga - Purpose

The purpose of the quality assurance and moderation function is to ensure learners have met the required standard when they are awarded a skill standard, qualification, or credential. Ringa Hora's external moderation activities confirm that assessment materials developed by providers are fit-for purpose and that assessment decisions are fair, valid, and consistent with the national standard, irrespective of the mode and place of learning.

All moderation activities follow NZQA rules and principles which can be found on the NZQA website <https://www.nzqa.govt.nz/providers-partners/assessment-and-moderation-of-standards/principles>

Effective national external moderation will help providers continuously improve their assessment systems and practices. Moderation is not an audit activity. However, Ringa Hora will be proactive in managing any poor assessment practices that undermine the validity of learner credentials.

WDCs have collectively developed a shared vision for quality assurance activities:



Partnership approach

We are collaborative, approachable and work with providers with manaakitanga, trust and respect.



Flexible and adaptable

We adapt and tailor our approaches for the provider and circumstances. We ask providers and industry what works for them and utilise different types of moderation.



Respond early

We focus on addressing any issues with providers early, to minimise the impact on learners and industry.



Setting providers up for success

We focus on continuous improvement and support providers to be successful. We set providers up for success and support professional growth.



Integrated quality assurance

We integrate quality assurance across all of our functions. We connect up the quality assurance system with qualification systems products.



Common system

We operate a common framework across all WDCs that provides flexibility for specific industry requirements.



Improve equity

We focus on improving equity in vocational education through our moderation activities.



Risk-based moderation

We target our resources where they have the most impact to industry and learners. We build our analytics capability to make informed decisions on where to focus our efforts.

Noho haepapa – Responsibilities

Quality assurance and moderation is a shared responsibility between the provider, WDC and NZQA. The table below describes who is involved in quality assurance and moderation, and their role:

Key organisation	Role
Provider	<ul style="list-style-type: none">• Deliver assessment material• Develop and maintain internal moderation
WDC	<ul style="list-style-type: none">• Develop and maintain national external moderation system
NZQA	<ul style="list-style-type: none">• Monitor WDC's external moderation system

Types of moderation

Pre-assessment moderation

Overview

Pre-assessment moderation involves WDCs moderating assessment material submitted by the provider prior to any assessment occurring. The purpose of pre-assessment moderation is to ensure that assessment tasks give learners the opportunity to meet the standard and give assessors the guidance they need to make accurate judgements about learner performance. This provides an opportunity to identify any potential issues with assessment before actual assessments take place. Timely identification is important to ensure that graduates achieve set outcomes and assure industry confidence.

Post-assessment moderation – general

Selection

Ringa Hora uses a risk-based approach to determine its moderation focus – the frequency a provider is moderated, and standards called for moderation. Ringa Hora carries out moderation activities to provide the most benefit to providers, learners and employers. This approach is shared between WDCs to ensure a consistent experience.

A Moderation Calendar is developed annually and made available to registered providers. The calendar details industry sectors to be moderated, and the timing of moderation through the year.

For 2022, WDCs will use the following classifications for external moderation of providers:

1. Low focus
2. Medium focus
3. High focus

Factors that determine risk and focus areas

Ringa Hora will consider a range of factors when determining focus areas for providers and standards for 2022.

The table below describes these moderation considerations:

	Providers	Unit standards
Factors	<ul style="list-style-type: none"> • Historical provider information (on action plans or continuous non-compliance) • EER outcomes (for non-school providers) • Industry feedback and focus on provider • New providers • High number of standards reported • Risks associated with equipment used by provider 	<ul style="list-style-type: none"> • Health and safety risk presented by standard • Legislative requirements and risk presented by the standard • Industry feedback and focus on standard • New standards • High and low usage standards • Risks associated with equipment used for standard

Process

Post-assessment moderation of selected registered providers will follow a systematic approach conducted on a three-month cycle covering the moderation year. Based on the Moderation Calendar and provider activity, selected providers will be asked for assessment samples at the beginning of each quarter.

Samples will be called in as per the proposed calendar (subject to change) below:

Quarter 1	Quarter 2	Quarter 3	Quarter 4
Security <i>Government, Security & Defence Services</i>	Tourism & Travel Services	Hospitality & Food Services	Service Sector Skills
Marketing <i>Business, Professional and Personal Services</i>	Real Estate & Rental Services	Business Operations, Business Environment,	Retail & Distribution Services
Cleaning	Financial & Advisory Services	Business Administration <i>Business, Professional and Personal Services</i>	
	Contact Centres & Business Support Services	Public Sector Services <i>Government, Security & Defence Services</i>	
	Financial Management <i>Business, Professional and Personal Services</i>		
	Aviation & Airport Services		

Sample selection

Depending on the provider activity, sample selection will usually range from one to six standards across all sectors providers have consent to assess.

Post-assessment moderation – desktop

Post-assessment moderation involves WDCs moderating assessor judgements to ensure they are fair, valid, and consistent with the standard. This option is where desk-based assessment materials and assessed learner work is called for by Ringa Hora and submitted by the provider for moderation. This will need to be submitted electronically via email or file sharing.

Please see the Ringa Hora post-assessment moderation coversheet for details on required documentation.

Post-assessment moderation – assessor peer review workshops

Where appropriate and feasible, Ringa Hora may organise assessor peer review workshops to carry out post-assessment moderation in place of desktop moderation. These will be planned and scheduled through the year and communicated to providers in advance.

Post-assessment moderation – on-site moderation

On-site moderation involves a Quality Assurance Advisor from Ringa Hora visiting a provider. An on-site visit may replace the need for desktop moderation. On-site moderation visit dates and location/s will be negotiated with the provider.

Typical activities would include:

- discussing provider quality systems
- talking with staff and ākonga
- observing delivery and assessment
- viewing facilities; and
- answering questions.

Ringa Hora aims to build strong relationships with providers outside of moderation activities that support mutual aims. Providers are encouraged to connect with the Quality Assurance Team at Ringa Hora and may request a site or virtual visit at any time.

Provider results and opportunities for improvement

A detailed moderation report will be sent to each provider at the conclusion of the moderation event. The report will detail how well the provider assessments have met the standard, and where appropriate, remedial action/s for the provider to address.

Remedial activities for continuously not meeting the national standard

Continued evidence of not meeting the standard will be addressed by Ringa Hora and communicated to the provider. Further actions will be one or more of: a meeting or series of meetings, Action Plan developed by the provider, and reporting to NZQA.

Appeals

Should a provider wish to appeal a moderation decision they are encouraged to contact the Quality Assurance Manager in the first instance to talk through the circumstances – please send an email to moderation@ringahora.nz. Providers may submit a Moderation Appeal within 15 working days of receiving the moderation report. The Appeal form and further details can be found on the Ringa Hora website [Ringa Hora National External moderation](#)

National quality and moderation meetings

Under the direction of the Quality Assurance Manager, the Quality Assurance team together with contracted moderators meet four times a year, either face to face or virtually. The meetings provide opportunities for professional development that support moderators making consistent judgements.

Continuous improvement and feedback

Ringa Hora welcomes and encourages feedback on the National External Quality Assurance and Moderation Plan 2022 and its implementation. To support continuous improvement, Ringa Hora will be engaging with providers during 2022 to review national external quality assurance and moderation activities.