

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 2023.

Hoaketanga - Purpose

The purpose of the quality assurance and moderation function is to ensure ākonga 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 ākonga credentials.

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

Continuous improvement and feedback

Ringa Hora welcomes and encourages feedback on the National External Quality Assurance and Moderation Plan 2023 and its implementation. To support continuous improvement, Ringa Hora will be engaging with providers during 2023 to review national external quality assurance and moderation activities via a series of on-site visits and webinars. The webinars will focus on particular topics that have been requested or identified as areas for development.

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 ākonga performance. This provides an opportunity to identify any potential issues with assessment before actual assessments take place.

Assessment material can be submitted to moderation@ringahora.nz for pre-moderation at anytime.

Please find the pre-assessment coversheet here <https://www.ringahora.nz/assets/Uploads/Ringa-Hora-Forms/Pre-assessment-moderation-coversheet-Ringa-Hora.pdf>

Ringa Hora recommends that all newly approved assessment material is reviewed by a providers internal moderator in the first month after use. This will ensure that the assessment has been interpreted by the ākonga as it was intended, and that sufficient assessor guidance has been provided. As Ringa Hora supports the continuous improvement of assessment material, we can assist in this review and approve any amendments if this is found necessary.

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, ākonga 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.

Process

Based on the Moderation Calendar and provider activity, selected providers will be asked for assessment samples from the previous 12 months. These requests will be sent to the provider’s moderation contact person at the beginning of each quarter.

Moderation Calendar:

Quarter 1	Quarter 2	Quarter 3	Quarter 4
Security	Tourism & Travel	Hospitality	Service Sector Skills
Marketing	Real Estate	Business Operations	Retail, distribution & Sales
Cleaning & Caretaking	Financial Services	Business Administration	
	Contact Centres	Public Sector Services	
	Financial Management	Business Environment	
	Aviation		
	Aeronautical Engineering		

Factors that determine risk and focus areas

Ringa Hora will consider the factors below when determining focus areas for providers and standards for 2023.

The table below describes moderation considerations:

	Providers	Unit standards
Factors	<p>Historical provider information (on action plans or continuous non-compliance)</p> <p>EER outcomes (for non-school providers)</p> <p>Industry feedback and focus on provider</p> <p>New providers</p> <p>High number of standards reported</p> <p>Risks associated with equipment used by provider</p>	<p>Health and safety risk presented by standard</p> <p>Legislative requirements and risk presented by the standard</p> <p>Industry feedback and focus on standard</p> <p>New standards</p> <p>High and low usage standards</p> <p>Risks associated with equipment used for standard</p>

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 is where samples of assessed ākongā work is called for by Ringa Hora and submitted electronically by the provider for moderation.

Please see the Ringa Hora post-assessment moderation coversheet for details on required documentation. The coversheet can be found here <https://www.ringahora.nz/assets/Uploads/Ringa-Hora-Forms/Post-assessment-moderation-coversheet-Ringa-Hora.pdf>

A moderation submission portal is currently being developed for all Workforce Development Councils, due to be launched in mid-2023. Until the portal is live all submissions must be submitted electronically.

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 ākongā
- Observing 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.

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.

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, improvement 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](#)