



RINGA HORA
Services

Workforce Development Council

National External Quality Assurance Plan 2024



Whāinga - Aim

The aim of this plan is to give education organisations (Registered PTEs, secondary schools and Te Pūkenga) information and relevant details about the Ringa Hora National External Quality Assurance Plan for 2024.

As a Te Tiriti o Waitangi-based organisation, Ringa Hora is committed to building a system that honours Te Tiriti o Waitangi and supports Māori-Crown relations to meet the needs of Māori, iwi, hapu, industry, businesses, akōnga and their whānau.

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. Our external quality assurance activities confirm that assessment materials developed by education organisations 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 quality assurance activities follow NZQA rules and principles which can be found on the NZQA website NZQA assessment and moderation of principles and are in line with the relevant Consent and Moderation Requirements (CMRs)

Effective national external quality assurance will help education organisations continuously enhance their assessment systems and practices and should not be viewed as an audit activity. Ringa Hora will

be proactive in managing any poor assessment practices that undermine the validity of ākonga credentials and will work closely with education organisations to support improvements.

Ringa Hora acknowledges that education organisations have a number of obligations they are required to meet, and they may interact with a number of WDCs. Where possible Ringa Hora will work to ensure the quality assurance activities are complementary. Ringa Hora also acknowledges the compliance requirements that are set by NZQA and during 2024 may consider outcomes from such activities, e.g., EER, consistency reviews and programme monitoring outcomes. Exemptions from post moderation for one year may be considered for education organisations who have demonstrated outstanding quality assurance history with Ringa Hora.

Noho haepapa – Responsibilities

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

Continuous improvement and feedback

Ringa Hora welcomes and encourages feedback on the National External Quality Assurance Plan 2024 and its implementation.

| Key organisation | Role |
|-------------------------|--|
| Education organisations | Deliver assessment material Develop and maintain internal quality assurance and moderation system Develop programmes that lead to New Zealand Qualifications |
| WDC | Develop and maintain national external quality assurance system |
| NZQA | Monitor WDC's external quality assurance system |

Types of moderation

Te whakaōrite tōmua - Pre-assessment moderation

Overview

Pre-assessment moderation involves WDCs moderating assessment material submitted by the education organisation prior to any assessment occurring. The purpose of pre-assessment moderation is to ensure that assessment tasks give ākonga 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 before actual assessments take place.

The Ringa Hora quality assurance system aims to support education organisations to ensure assessments meet the diverse needs of all ākonga especially Māori, Pacific and Tāngata Whaikaha. Assessment material can be submitted to moderation@ringahora.nz for pre-moderation at any time.

Please find the pre-assessment coversheet here [Ringa Hora Pre-assessment coversheet](#)

Ringa Hora recommends that all newly approved assessment material is reviewed by an education organisation 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.

Te Whakaōrite i Muri i te Aromatawai - Post-assessment moderation

Selection

Ringa Hora uses a risk-based approach to determine its moderation focus – the frequency an education organisation is moderated, and standards called for moderation. Ringa Hora carries out moderation activities to provide the most benefit to education organisations, ākonga and employers.

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

Process

Based on the Moderation Calendar and education organisation activity, selected education organisations will be asked for assessment samples from the previous 12 months. These requests will be sent to the education organisation moderation contact person or Principal's nominee during the 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 |
| | Financial Management | Public Sector Services | |
| | Aviation | Business Environment | |
| | Aeronautical Engineering | | |

Factors that determine risk and focus areas

Ringa Hora will consider the factors below when determining focus areas for education organisation and standards for 2024. The table below describes moderation considerations:

| | Education organisations | Unit standards |
|----------------|--|--|
| Factors | <ul style="list-style-type: none"> Historical education organisation information (on improvement plans or continuous non-compliance) EER outcomes (for non-school education organisations) Industry feedback and focus on education organisation New education organisations High number of standards reported Risks associated with equipment used by education organisations | <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 |

Sample selection

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

Desktop moderation

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 ākonga work is called for by Ringa Hora and submitted electronically by the education organisation for moderation via the Ohu Ahumahi portal – Aka Pōronga.

Please see the Ringa Hora post-assessment moderation coversheet for details on required documentation and how to access Aka Pōrongo. The coversheet can be found here [Ringa Hora Post-assessment moderation coversheet](#).

On-site moderation visits

On-site moderation involves a Quality Assurance Advisor from Ringa Hora visiting an education organisation. An on-site visit may replace the need for desktop moderation. On-site moderation visit dates and location/s will be negotiated with the education organisation. On-site visits can be kanohi ki te kanohi (face to face) or wānanga ipurangi (virtually).

Typical activities may include:

- discussing quality systems and getting to know your business
- talking with staff and ākonga to hear real life experiences
- observing assessment
- viewing facilities; and
- answering questions.

Initial visits are an opportunity to:

- get to meet Ringa Hora Kaimahi and learn more about te mahi we do
- showcase your business so Ringa Hora can understand your day-to-day activities
- explore what good Quality Assurance could look like in a transformational environment.

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.

Outcomes and opportunities for improvement

A detailed moderation report will be sent to each education organisation at the conclusion of the moderation event. The report will detail how well the education organisation assessments have met the standard, and where appropriate, remedial action/s for the education organisation 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 education organisation. Further actions will be improvement plan developed by the education organisation one or more of a meeting or series of meetings or escalating to NZQA.

Appeals

Should an education organisation 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 Education organisations 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

Annual summaries

At the end of each quarter Ringa Hora will publish annual sector summaries. The summaries will include information on the moderation findings for that sector, including a breakdown of volume of activities and number of associate unit standards.

Additional support and resources

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

In addition, Ringa Hora is developing a suite of supporting resources to assist education organisations. These can be found on the [Ringa Hora website](#) and include guidelines to assist with assessment writing and short videos of FAQs.

Keep an eye on it as we continue to update it over the year.



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