



RINGA HORA

Services

Workforce Development Council

Quality Assurance Sector Summary 2023





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Rationale of outcomes

Overview

The moderation function of Ringa Hora is a quality assurance activity that benefits industry, providers and ultimately ākongā. It ensures ākongā have met the required standard when they are awarded a unit or skill standard, qualification, or credential. Working alongside providers, our external quality assurance 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.

Ringa Hora is committed to working with and supporting all providers and employers to achieve the best outcomes for their akōngā and carries out ongoing quality assurance activities to support the continuous improvement of assessment practices.

Ringa Hora currently has the responsibility for maintaining and quality assuring 1,889 unit standards across the 10 industries of the Service sector.

Ringa Hora uses a risk-based approach to determine its moderation focus - the frequency a provider moderated, and the standards called for moderation. Data from NZQA indicates that the sectors with the highest use during 2023 were Security (Certificate of Approval unit standards) and Hospitality (Licence Controller Qualification unit standards).

Ringa Hora will continue to support our providers with our Quality Assurance activities during 2024. Information about our 2024 moderation plan can be found [here](#).

More information about the industries Ringa Hora serves can be found in our [Workforce Development Plan](#).

The following pages are high-level industry summaries of the Quality Assurance activities of Ringa Hora during 2023.

Aviation & Airport Services

Overview

The Aviation & Airport Services industry is made up of businesses involved in aircraft manufacturing and repair, airport operations and air transport services.

There are 710 unit standards relating to the aviation sector, mostly at levels 4 and 5, with smaller numbers at levels 1 –3 and 6 – 7. A large number of unit standards relating to aviation have had little or no usage; during 2023/24, the Ringa Hora Qualifications team will be reviewing and expiring a significant number of unit standards to reflect current aviation requirements. This will see a reduction in the current number of aviation-related unit standards.

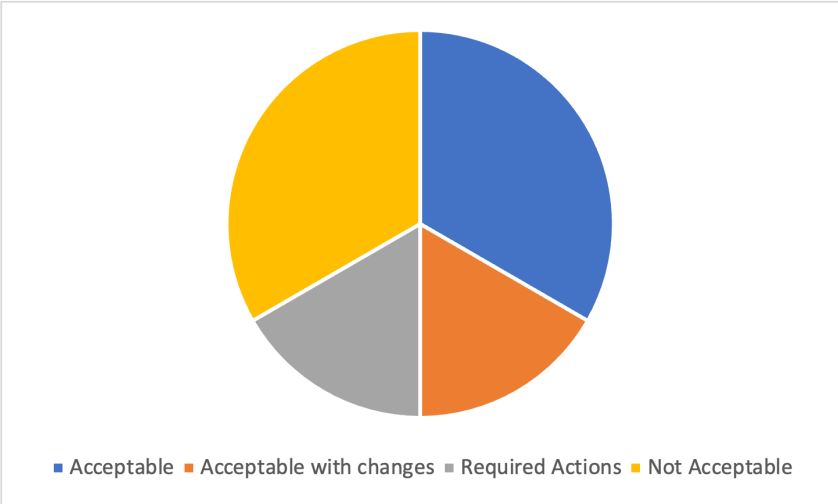
In 2023, the Quality Assurance team focused on site visits for aviation providers to be able to understand their operations and challenges better and to add context to post assessment moderation. Altogether, 7 providers were visited, covering flight training, aviation engineering, and ground handling.

Summary

During 2023 Ringa Hora

- Received 110 requests for pre-moderation of assessment material, approving 108 with 1 withdrawn and 1 not approved
- Approved 8 type 2 programme endorsement applications
- Supported 6 Consent to assess applications

6 Unit standards were selected for post moderation. Post moderation outcomes for 2023 showed mostly acceptable assessment practice. Due to the highly regulated nature of the aviation industry, there were no concerns of the competency of learners, issues found were around assessment administration and inconsistent marking.



Business & Professional Services

Overview

The Business & Professional Services industry includes a wide range of businesses including things like legal services, accounting, parking services, business associations and labour associations.

There are 192 unit standards related to the Business & Professional services industry, mostly at levels 3 - 5 with small numbers at levels 1,2, 6 and 7.

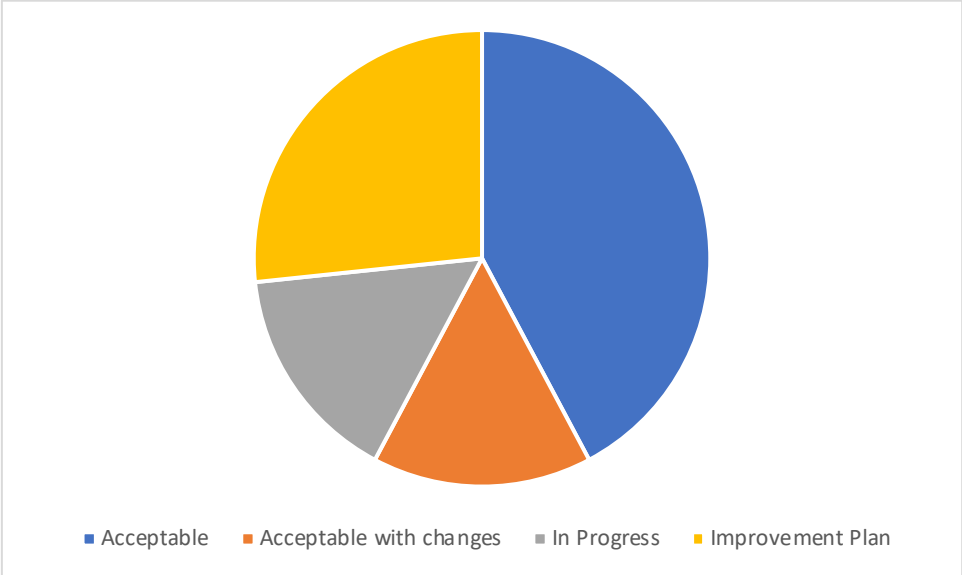
The majority of this industry were post moderated during quarter 3, with marketing scheduled for quarter 1.

Summary

During 2023 Ringa Hora

- Received 77 requests for pre-moderation, approving 66 with 10 either withdrawn or not approved. (1 application is still in progress)
- Received 21 programme endorsement applications, endorsing 18. The remaining 3 applications are awaiting further information from providers
- Supported 17 out of 18 consent to assess applications. The remaining application is on-going.

45 Unit standards were selected for post moderation. Post moderation outcomes, while mostly acceptable, have identified some areas where improvements are required by providers to ensure their assessments and assessor judgements are meeting best practice.



Cleaning Services

Overview

The Cleaning Services industry includes businesses that clean the interior and exterior of buildings and some other cleaning services including street sweeping and cleaning the inside of cars.

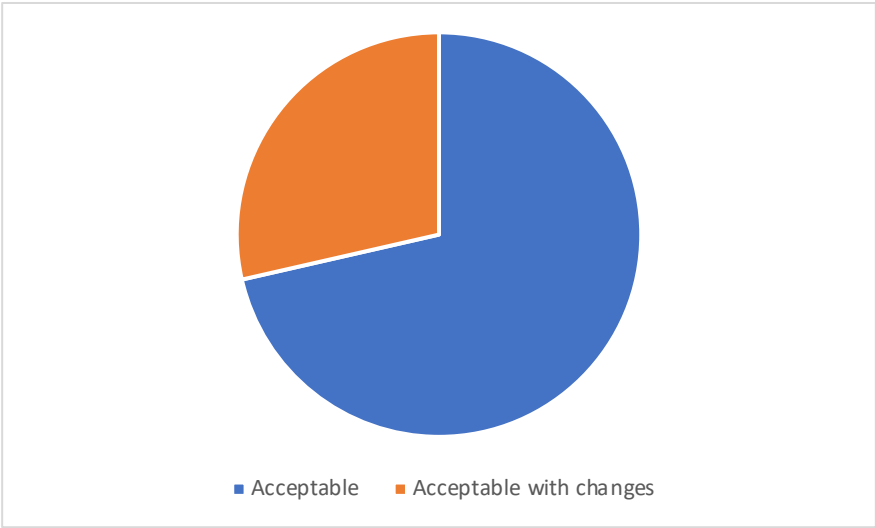
There are 41 unit standards relating to the cleaning services industry, mostly at levels 2 and 3 with a small number at level 4. Cleaning is a very small industry with a small number of providers offering courses, therefore moderation is relatively limited in comparison to other Ringa Hora industries.

Summary

During 2023 Ringa Hora had received no requests for consent to assess, pre-moderation or programme endorsement

The 7 unit standards selected for post-moderation in 2023 included those from the Specialist Cleaning Environments (L4), Laundry (L2 & L3), and Cleaning Skills (L2) domains.

All post-moderation in the 2023 round showed acceptable levels of assessment practice across all providers with just one noting improvements required in providing comments on performance, and more consistent adherence to the marking guide.



Contact Centres & Industry Support Services

Overview

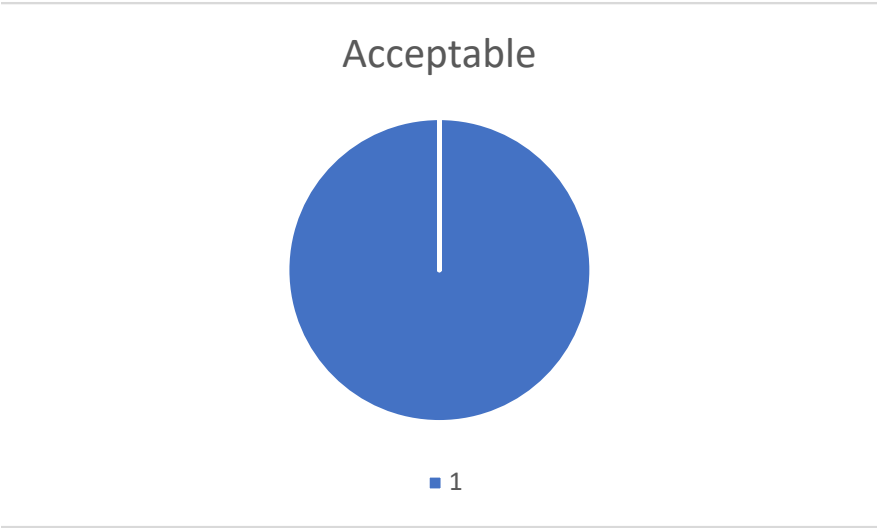
The Contact Centres & Industry Support Services industry includes a range of businesses including call centres, labour supply services, gardening and a range of administrative services.

There are 35 unit standards relating to the contact centres and industry support industry, mostly at levels 2, 3, and 4 with a small number at levels 5, 6 and 7. Contact Centres is a very small industry with a small number of providers offering courses, therefore moderation is relatively limited in comparison to other Ringa Hora industries.

Summary

During 2023 Ringa Hora:

- Approved 1 pre-moderation request
- Received no programme endorsement or consent to assess applications
- Post moderated 1 unit standard



Financial & Advisory

Overview

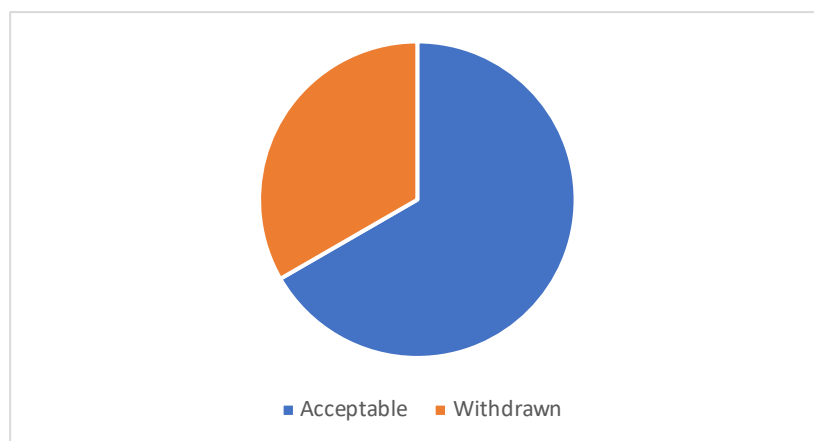
The Financial & Advisory Services industry includes a range of businesses including banks, insurance companies and other financial services

There are 66 unit standards relating to the Financial & Advisory Services industry, mostly at level 5 with a smaller number at levels 3, 4 and 6.

Summary

During 2023 Ringa Hora:

- Received 35 pre-moderation requests. 11 were approved with the remaining 24 withdrawn after a RFI request and decision to no longer offer the programme
- Endorsed one programme
- Received no consent to assess applications
- Selected 3 unit standards for post moderation



Government, Security & Defence Services

Overview

The Government, Security & Defence Services industry includes central and local government, the justice system, defence forces, and security services.

There are 220 unit standards related to Government, Security & Defence Services industry, mostly at level 3 - 6.

Security specific

The Security industry keeps Aotearoa safe; the industry and its workforce prevent crime, promote risk mitigation, and improve confidence for customers and businesses. Security is often a requirement at large events that rely on an efficient and well-trained security workforce to deliver outstanding service and peace of mind.

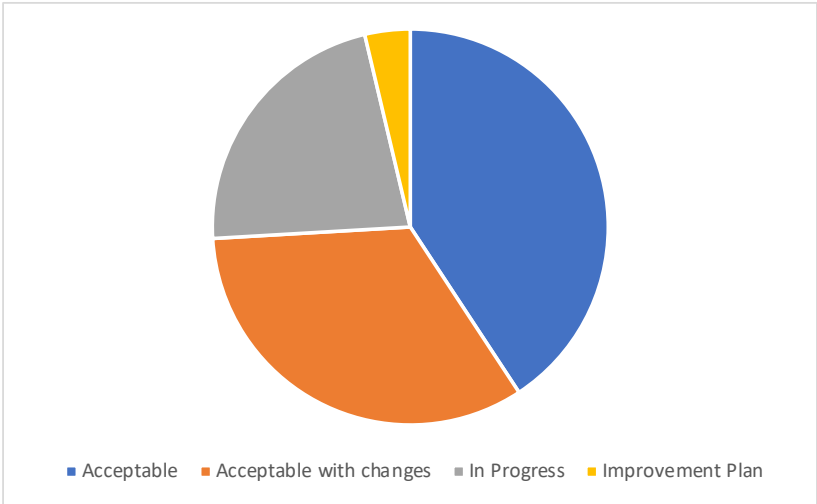
There are 36 unit standards specifically relating to the security industry covering level 2 to level 6. During 2024 Security providers will be visited to further support their mahi and enhance current assessment activities.

Summary

During 2023 Ringa Hora:

- Received 60 pre-moderation requests, approving 50 with the remaining ongoing
- Supported 5 consent to assess applications
- Received no programme endorsement requests

Of the 27 unit standards selected for post moderation in 2023, all generally showed generally showed acceptable levels of assessment practice across all providers. Where there has been found evidence lacking or material that has not been pre-moderated and approved Ringa Hora will work with organisations to support continuous improvement in assessment practice.



Hospitality & Food Services

Overview

The Hospitality & Food Services industry (Hospitality) includes accommodation, cafes & restaurants, takeaway food services, catering, pubs & bars and clubs.

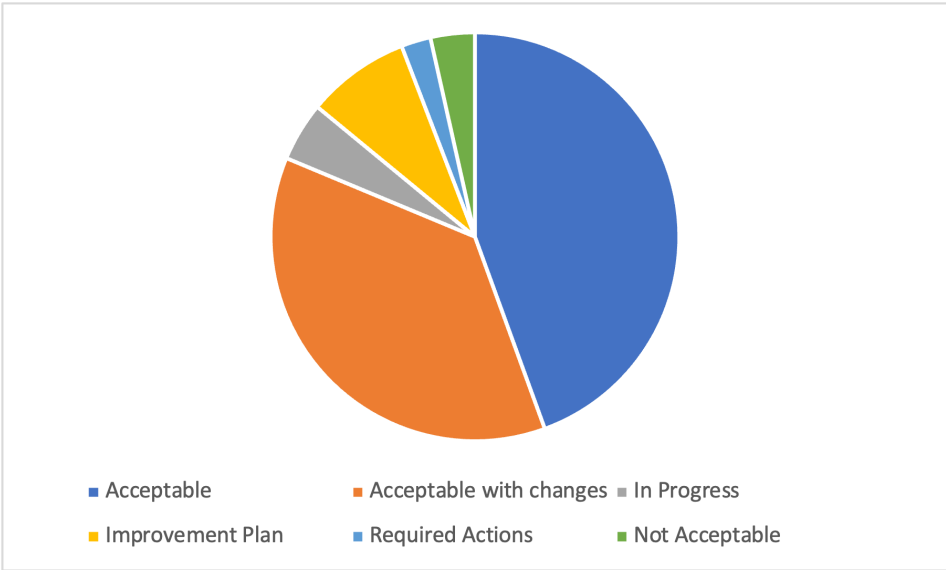
There are 225 unit standards relating to hospitality, mostly at levels 3 - 5 with a small number at levels 1,2 and 6

Summary

During 2023 Ringa Hora:

- Received 249 pre-moderation requests, approving 217. The remaining are ongoing, not approved or have been withdrawn
- Received 41 requests for programme endorsement, endorsing 37. The remaining are ongoing with one application withdrawn
- Received 345 consent to assess applications, supporting 260 with a number of applications in progress or awaiting further information from the provider. During 2023 5 applications were subsequently withdrawn

With Hospitality being one of the larger industries of Ringa Hora, 342 unit standards were selected for post moderation. Overall, post moderation outcomes were mostly acceptable; however, given the significant volume of assessments occurring, there were a number of improvement plans requested from providers.



Real Estate & Rental Services

Overview

The Real Estate & Rental Services industry includes a range of businesses including real estate agencies, property management companies and car rental companies.

There are 44 unit standards relating to Real Estate & Rental services industry, mostly at levels 4 and 5 with a smaller number at level 3 and 6.

Units selected for post-moderation in 2023 included those from the Real Estate Practice and Law (L4), and Residential & Commercial Property Management (L3) domains. Those under the Real Estate Practice and Law domain are used towards the New Zealand Certificate in Real Estate (Salesperson) (Level 4).

Summary

During 2023 Ringa Hora:

- Received and approved 40 pre-moderation requests
- Received and endorsed 2 programme applications
- Received and supported 13 consent to assess applications

5 Unit standards were selected for post moderation. All post moderation in the 2023 round showed acceptable levels of assessment practice across all assessing providers.

Acceptable



Retail & Distribution Services

Overview

The Retail & Distribution Services industry includes a wide range of businesses that are involved in the wholesale and retail of a range of products including things like fuel, groceries, houseware and clothing. It does not include parts of retail and wholesale that relate closely to the industries of other WDCs, for example, car retailing or building materials retailing.

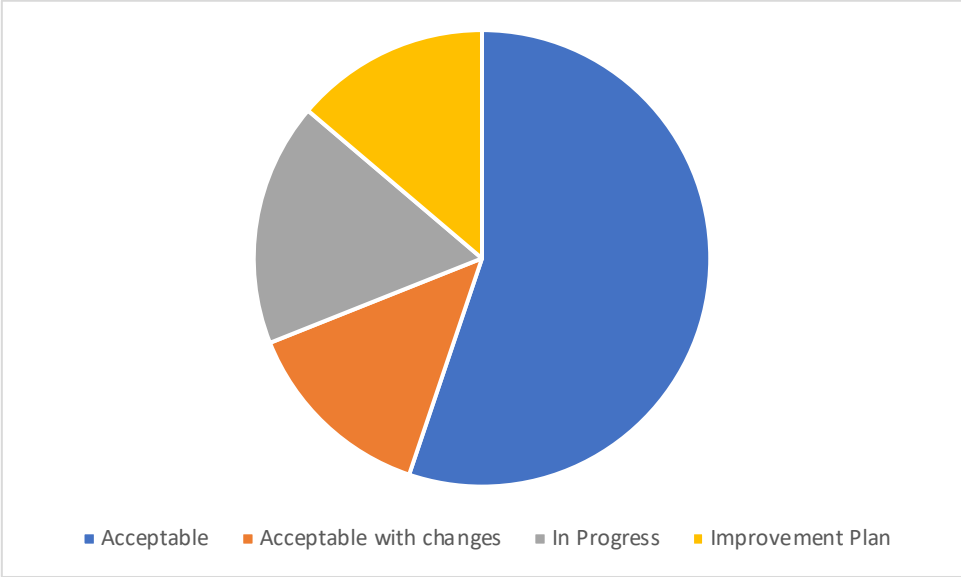
There are 167 unit standards relating to the Retail & Distribution industry, mostly at levels 2, 3 and 4, with a small number at levels 5, 6 and 7.

Summary

During 2023 Ringa Hora:

- Received 64 pre-moderation requests, approving 60. The remaining 4 were withdrawn or are in progress
- Received and endorsed 5 programme applications
- Supported 6 of the 7 consent to assess applications received, the remaining one is awaiting further information to be provided

29 unit standards were selected for post moderation. Post-moderation in the 2023 round showed generally acceptable levels of assessment practice across all assessing providers, with improvement plans for a small number



Tourism and Travel Services

Overview

The Tourism & Travel Services industry includes a range of businesses that provide services to tourists. It is a cross-cutting industry that is defined differently from other Ringa Hora industries and includes parts of other industries such as hospitality, retail and aviation.

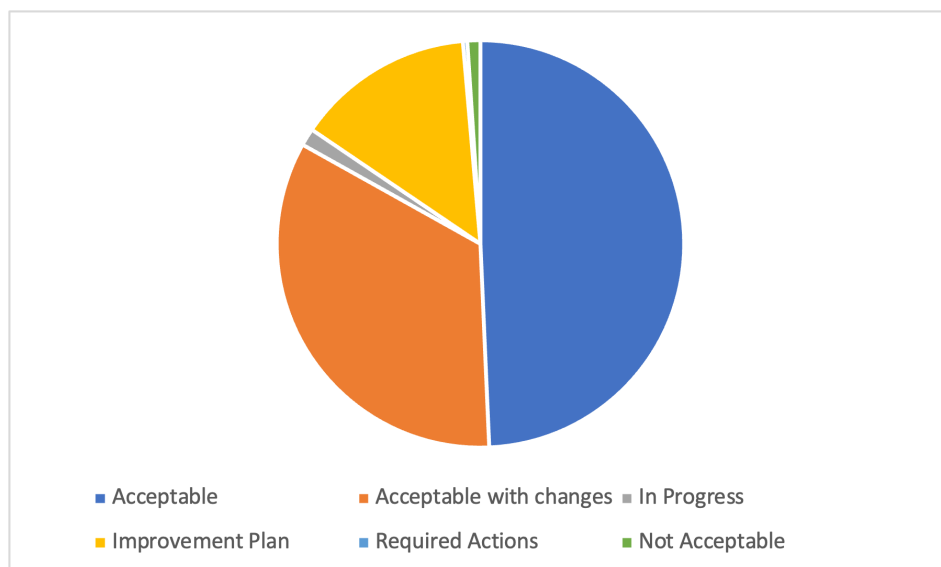
There are 189 unit standards relating to the tourism industry, mostly at levels 3 to level 5 with a small number at levels 1, 2 and 6

Summary

During 2023 Ringa Hora:

- Received and approved 10 pre-moderation requests
- Received and endorsed 9 programmes applications
- Received and supported 64 consent to assess applications

Much like Hospitality, the Tourism and Travel industry is a large industry so 290 unit standards were selected for post moderation. Post moderation outcomes are generally a reflection of the school/assessor marking and administration processes rather than akōnga providing insufficient evidence.



Rationale of Outcomes

The rationale of outcomes, identifies the criteria applied to assessment material from all Ringa Hora all industries during post moderation.

Rationale of Outcomes	
Acceptable	No concerns, demonstrated good practices
Acceptable with changes	Improvements or minor changes <ul style="list-style-type: none"> • Minor marking concerns • Ambiguous recorded of resubmissions
Not acceptable	Significant changes or improvements <ul style="list-style-type: none"> • Lack of evidence • Incorrect marking/ judgements • No evidence of assessor marking • Incorrect versions of assessments
Improvement plan	Very significant changes or improvements required. <ul style="list-style-type: none"> • Using material that has not been pre moderated • Any level of risk, that questions if a learner should hold the unit
Other	Requested but not received Withdrawn



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