



**RINGA HORA**  
**Services**

Workforce Development Council

# National External Quality Assurance Plan 2025



## Whāinga - Aim

The aim of this plan is to give education organisations (Registered Private Training Establishments secondary schools and Te Pūkenga) information and relevant details about the Ringa Hora National External Quality Assurance Plan for 2025.

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, hāpu, 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 (EOs) 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 New Zealand Qualifications Authority (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 EOs 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 EOs to support improvements.

Ringa Hora acknowledges that EOs have a number of obligations they are required to meet, and they may interact with a number of Workforce Development Councils (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 2025 may consider outcomes from such activities, e.g., External Evaluation and Review (EER), consistency reviews and programme monitoring outcomes. Exemptions from post moderation for one year may be considered for EOs who have demonstrated outstanding quality assurance history with Ringa Hora.

## Noho haepapa – Responsibilities

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

Key organisation	Role
Education organisations	<ul style="list-style-type: none"> <li>Deliver assessment material</li> <li>Develop and maintain internal quality assurance and moderation system</li> <li>Develop programmes that lead to New Zealand Qualifications</li> </ul>
WDC	Develop and maintain national external quality assurance system
NZQA	Monitor WDC's external quality assurance system

### Continuous improvement and feedback

Ringa Hora welcomes and encourages feedback on the National External Quality Assurance Plan 2025 and its implementation.

During 2025 Ringa Hora will complete a review of its CMR, consolidating all of our current CMRs into one. Ringa Hora consulted on the proposed review during 2024 and no significant changes to the

industry specific requirements were identified. All EOs must ensure they meet the CMR requirements, in particular ensuring that the teaching and assessing staff hold the required skills and knowledge as set out in the CMRs.

## Types of moderation

### Te whakaōrite tōmua - Pre-assessment moderation

#### Overview

Pre-assessment moderation involves WDCs moderating assessment material submitted by the EO 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
- 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 EOs to ensure assessments meet the diverse needs of all ākonga especially Māori, Pacifica and Tāngata Whaikaha. Assessment material can be submitted to [moderation@ringahora.nz](mailto: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 EO 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 for the frequency an EO is moderated, and standards called for moderation. Ringa Hora carries out moderation activities to provide the most benefit to EOs, ākonga and employers.

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

#### Process

Based on the Moderation Calendar and EO activity, selected EOs will be asked for assessment samples from the previous 12 months. These requests will be sent to the EO moderation contact person or Principal's nominee during the quarter.

Moderation calendar			
Quarter 1	Quarter 2	Quarter 3	Quarter 4
Government, Security and Defence Cleaning & Caretaking	Hospitality and Food: Cookery Tourism & Travel Real Estate and Rental Financial and Advisory	Hospitality and Food: All remaining domains Business and Professional Aviation and Airport Services.	Retail and Distribution Contact Centres and Industry Support

Note: Some Aviation and Airport Services unit standards will continue to be Quality Assured via a pilot programme that Ringa Hora has been trialling with CAA and ASPEQ. For more details please contact us.

### Factors that determine risk and focus areas

Ringa Hora will consider the factors below when determining focus areas for EOs and standards for 2025. The table below describes moderation considerations:

	Education organisations	Unit standards
<b>Factors</b>	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	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 EO activity, sample selection will usually range from one to six standards across all the sectors that the EOs have consent to assess for.

## 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 EO for moderation via the Ohu Ahumahi portal – Akā Pōronga.

Please see the Ringa Hora post-assessment moderation coversheet for details on required documentation and how to access Aka Pārongo. 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 EO. 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 kano ki te kano (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 the 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/ Teacher workshops

During 2025 Ringa Hora intends to run assessor/ teacher workshops aimed to inspire excellence in assessment practice. We will share inspiring tips and tricks to bring the best out of your learners, share our transformational approach to quality

assurance, and provide an opportunity to ask those questions you've always wanted to ask.

The workshops will be an opportunity for assessors /teachers to upskill and connect with colleagues in their regions. These will be planned and scheduled throughout the year with information about them updated on our website.

## Outcomes and opportunities for improvement

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

## Appeals

Should an EO 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](mailto:moderation@ringahora.nz).

EOs 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

The summaries will include information on the moderation findings for each 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 EOs outside of moderation activities that support mutual aims. EOs 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 EOs. 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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